

Pre-bid Queries responses on Request For Proposal for Selection of Agency for Design, Development, Implementation & Maintenance of Recruitment 2.0 NIB Ref No. and

Date F4.2(667)/RISL/TECH/2026/3171

Dated: 18/09/2026 Unique Bid No.(UBN):

IS2627SLOB00051

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
1	18	3.1 Pre-qualification / eligibility criteria, S.No. 2 - Financial: Turnover	Average annual turnover should be at least INR 50Crores (Fifty Crores) during any three financial years (i.e. 2022-23, 2023-24, 2024-25 and 2025-26 from IT/ITES projects in application software development and support maintenance service (FMS) in India.	We request the department to increase the minimum average annual turnover requirement from INR 50 Crores to INR 250 Crores . Given the size and importance of the project, a higher turnover criterion will facilitate participation by financially robust and experienced bidders, thereby enhancing the likelihood of successful project execution and long-term support. Kindly consider amending the clause accordingly.	As per revised RFP
2	20	3.1 Pre-qualification / eligibility criteria, S.No. 5 - Manpower Strength	The bidder should have at least 150 employees on its rolls in the area of Software development or Software Implementation or Software Integration as on the date of bid submission	Request to amend the clause and the requirement as mentioned below: "The bidder should have at least 1000 employees on its rolls in the area of Software development or Software Implementation or Software Integration as on the date of bid submission".	As per RFP
3	24	3.2. Selection Method - Evaluation Methodology - Stage (c) - Combined Evaluation and Successful Bidder	The score of technical proposal would be given 60% weightage, and the financial proposal would be given 40% weightage.	Request to consider the below criteria: The score of technical proposal would be given 80% weightage , and the financial proposal would be given 20% weightage .	As per RFP
4	22	3.2. Selection Method - S.No. 2	Experience of software development projects with a. Document Scanning- OCR using AI and prepare meta data b. Photo matching using AI Scoring Criteria: 1. a or b - 5 Marks 2. a and b both - 10 marks	Experience of software development projects with a. Experience in projects involving Document digitization, scanning, OCR/ICR, intelligent data extraction, metadata generation, or document management systems - 5 Marks b. Experience in projects involving Image processing, photo matching, face recognition, image verification, biometric authentication, or similar analytics solutions - 5 Marks	As per revised RFP
5	22	3.2. Selection Method - S.No. 3	Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download Scoring Criteria: 1. >=50 and <100 cycles - 10 Marks 2. >= 100 and < 150 cycles - 15 Marks 3. >= 150 cycles - 20 Marks	Request you to kindly consider the below TQ criteria in lieu of the existing criteria. This criterion assesses the bidder's experience in developing and managing large-scale citizen service delivery platforms with complete end-to-end service workflows, ensuring expertise in handling high transaction volumes, user management, and service lifecycle processes. Experience of projects of software development that includes end to end user /citizen services life cycle including the following a. Registration b. Apply Services c. View Status/Download Scoring Criteria: 1. >=50 and <100 services - 10 Marks 2. >= 100 and < 150 services - 15 Marks 3. >= 150 services - 20 Marks	As per revised RFP

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6		Request for inclusion of additional TQ Criteria under RFP Section 3.2. "Selection Method"		It is requested that the 10 marks be allocated towards Blockchain implementation experience in software development projects. This would ensure a more balanced evaluation and encourage participation of bidders with expertise in emerging technologies aligned with the project's objectives. The TQ criteria for Blockchain experience to include is as under: "The bidder should have successfully implemented Blockchain technology as part of at least one software development project executed for any Central/State Government Department, PSU during the last seven (7) years. The implementation should have involved functionalities such as secure document verification, certificate issuance/validation, immutable record management, audit trail management, digital credentialing, or similar blockchain-based use cases. Scoring Criteria: Experience of implementation of Blockchain in one or more project - 10 Marks Documentary Evidence: 1. Project Completion Certificate / Go-Live Certificate / Phase Completion Certificate issued by the client. 2. Work Order/Contract along with corresponding completion evidence.	As per revised RFP
7	81-82	Request for inclusion of additional Clause under RFP Section 6.24 "Termination"		We request to please add the below mentioned additional clause under the RFP Section 4.6 "Termination". Tha clause is as below: "Immediate Termination: Either party may terminate this Agreement, or any particular Services, immediately upon written notice to each other if any of them reasonably determines that they can no longer provide/ continue the Services in accordance with applicable law or professional obligations. These instances shall be clearly discussed and agreed between the senior management of both the parties, before an agreement is reached. It would be prudent for each party to inform the other in as much advance as possible, of any development / expected development that may lead to such an eventuality, with or without sharing the exact circumstances and on such an intimation by any party, both the parties shall develop a mutually acceptable resolution plan including a transition plan in accordance with the timelines and probability of occurrence of such an eventuality."	As per RFP
8	22	3.2. Selection Method - S.No. 5 - Manpower Strength	Certificate from HR Head clearly specifying the number of resources on it rolls and must submit proof of PF Challan / payment proof for the three months as evidence of having active manpower on payroll as on the date of bid submission.	Kindly clarify whether an undertaking/ certificate issued by the HR Head or Authorized Signatory certifying payment for three months as evidence of active manpower will be accepted as documentary evidence in lieu of PF challans/payment proofs. This would help address situations where disclosure of detailed employee payroll and statutory records may be restricted due to organizational policies and confidentiality requirements.	As per RFP
9	119	J. Resource Deployment Plan and Expected Qualification & Experience of Resources - Note	The Selected Bidder shall be required to submit the payslips for the preceding three (3) months of the resources whose CVs are proposed and/or who are deployed for the project, as and when required by the Procuring Entity.	We request the department to remove the requirement for submission of employee payslips, as these are confidential documents containing sensitive personal information. Sharing such information may be inconsistent with company policies and data privacy obligations. Kindly consider accepting alternatively a letter from HR on verification of employment, Qualifications and resource deployment, if required.	As per revised RFP

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10	118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources - Note	2. The Selected Bidder shall provide two (2) helpdesk seats for resolution of issues and queries received from candidates throughout the entire project duration. The helpdesk will work in two shifts for seven days a week. The seat shall include a dedicated phone line for receiving calls on the helpdesk number.	Kindly clarify whether the dedicated phone lines required for the helpdesk seats are to be provided and maintained by the Selected Bidder at its own cost, or whether the Department/Client will provide or reimburse the associated setup and recurring charges. We assume the department will bear this expenditure. Kindly Clarify.	As per revised RFP
11	118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources - Note	1. The Selected Bidder shall deploy a dedicated Network Management Team for smooth coordination with RSDC for deployment, and network-related activities throughout the project duration.	Kindly clarify whether the dedicated Network Management Team is required to be deployed onsite at RSDC, or if the team can be positioned at the bidder's location and provide remote/offsite support while ensuring effective coordination and compliance with the prescribed SLAs. Further, it is requested to clearly specify the roles, responsibilities, scope of work, and expected deliverables of the Network Management Team. This clarification will enable bidders to accurately assess the deployment model and resource requirements.	As per revised RFP
12	118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources		As per the RFP, more than 17 resources are required to be deployed onsite during the FMS phase. Considering the nature of support activities and to ensure optimal resource utilization, we request the department to consider a hybrid deployment model. Under this model, key personnel such as the Project Manager (1), Project Coordinator (1), and Business Analyst (Jaipur - 1 and Ajmer - 1) may continue to be deployed as onsite, while the remaining resources may be permitted to operate in a hybrid mode/offsite ensuring the SLAs would be complied. This approach will help maintain effective project governance and SLAs while optimizing operational efficiency. Kindly clarify and confirm.	As per revised RFP
13	73	6.4. Joint Venture, Consortium or Association	a) Joint venture, consortium, or association is not allowed in this bid.	Request to kindly consider and allow the Consortium or Subletting in this bid.	As per RFP
14	22	3.2. Selection Method - S.No. 2, 3 and 4	Supporting Documents: Work Completion Certificate from the client.	It is requested that, wherever a Work Completion Certificate is required as supporting documentation under the TQ criteria, Partial Completion Certificates/Phase Completion Certificates issued by the client for ongoing projects may also be accepted and considered as valid proof of experience for the completed project scope.	As per revised RFP
15	26-29	Section 4.3(A) - FMS of Recruitment 1.0	FMS of Recruitment 1.0 Project	Kindly clarify whether Recruitment 1.0 is currently being managed by an incumbent vendor. If yes, please confirm whether complete source code, technical documentation, database schema, deployment guides, API documentation, and knowledge transfer will be provided to the selected bidder at project commencement.	As per revised RFP
16	26-29	Section 4.3(A) - FMS of Recruitment 1.0	FMS of Recruitment 1.0 Project	Please clarify the expected transition period for takeover of Recruitment 1.0 and whether the incumbent vendor will continue to provide operational support during the transition phase.	As per revised RFP
17	26-29	Section 4.3(A) - FMS of Recruitment 1.0	FMS of Recruitment 1.0 Project	Please confirm whether pre-existing defects, performance issues, and technical debt in Recruitment 1.0 identified during takeover shall be excluded from SLA applicability until successful completion of transition and baseline assessment.	As per revised RFP
18	31-34	Section 4.3(D) - Data Migration from Recruitment 1.0	Data Migration from Recruitment 1.0	Kindly clarify whether the incumbent vendor shall provide migration support, database architecture walkthroughs, data dictionary, ER diagrams, stored procedures, migration scripts (if available), and technical clarifications during the migration phase.	As per revised RFP
19	31-34	Section 4.3(D) - Data Migration from Recruitment 1.0	Data Migration from Recruitment 1.0	Please clarify where the existing Recruitment 1.0 databases are currently hosted and what level of access will be provided to the selected bidder for migration assessment, planning, testing, and execution.	As per revised RFP
20	31-34	Section 4.3(D) - Data Migration from Recruitment 1.0	Data Migration from Recruitment 1.0	In case legacy data anomalies, duplicate records, incomplete master data, or historical data quality issues are identified during migration, please clarify whether remediation will be the responsibility of RISL/incumbent vendor or the selected bidder.	As per revised RFP

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21	31-34	Section 4.3(D) - Data Migration from Recruitment 1.0	Data Migration from Recruitment 1.0	Please clarify the migration acceptance criteria, sign-off process, validation responsibility, and permissible data reconciliation/ error thresholds for successful migration completion.	As per revised RFP
22	22	Section 3.2. Selection Method, S.No. 5	Number of registered users on the project	Under Technical Evaluation Criteria (Section 3.2), Evaluation Parameter No. 5 awards marks based on the "Number of registered users on the project". Kindly clarify whether the requirement is intended to assess the bidder's experience in projects having the specified number of registered users (Evaluation Parameter No. 5), or whether it is linked to the experience of software development projects on Microservices Architecture (Evaluation Parameter No. 4). It is requested that, in cases where obtaining a client certificate is not feasible, a self-certified declaration from the bidder, duly signed by the Authorized Signatory, may also be considered as an acceptable proof of the number of registered users on the project.	As per revised RFP
23	22	Section 3.2. Selection Method, S.No. 2,3, and 4	Work Completion Certificate from the client.	With reference to the Technical Evaluation Criteria, it is requested that wherever the RFP requires submission of a "Work Completion Certificate from the Client" as supporting evidence, a self-certification by the bidder, duly certified by the Statutory Auditor/CA, may also be considered as an acceptable alternative document in cases where obtaining a client-issued certificate is not feasible.	As per revised RFP
24	35, 172-173	4.3(E); Annexure T, R	Blockchain-Based Recruitment Integrity & Fraud Prevention; AI & Automation Features	The blockchain scope and functional requirements are not sufficiently defined. Please clarify whether the SI must provide any blockchain platform, product, tool, licence or supporting infrastructure. Kindly also specify the expected use cases, transaction volume, architecture, integration points, security requirements, deliverables and acceptance criteria. If any licence or infrastructure is required, please confirm that its cost will be borne by RISL/Department.	As per revised RFP
25	86-90	7.1; 7.1.2	Project Deliverables, Milestones, Payment Terms & Time Schedule	The RFP provides 80% of phase-wise development payment only on Go-Live and retains 20% for payment during Year One of FMS. Please revise the payment schedule into measurable milestones such as: (i) approved FRS/SRS and design, (ii) module-wise development and demonstration, (iii) module-wise UAT sign-off, (iv) security audit and production deployment, and (v) module-wise Go-Live/commissioning. Kindly release payment against each accepted milestone instead of linking the major payment only to final Go-Live.	As per revised RFP
26	26-28	4.3(A)	FMS of Recruitment 1.0 Project	Please confirm that the scope for Recruitment 1.0 is limited to FMS, support, bug fixing and configuration of ongoing/new recruitments. Any functional enhancement, new module or change in existing business logic for Recruitment 1.0 should be processed through the Change Request mechanism with separate payment and an agreed timeline.	As per revised RFP
27	37, 96-98	4.6; 7.5	Preparation of SRS/FRS; Change Requests/Management	Please confirm that the approved and signed-off SRS/FRS will be treated as the baseline scope for Recruitment 2.0. Any new requirement or change introduced after SRS/FRS sign-off should be treated as a Change Request, with separate effort, cost and timeline approval.	As per revised RFP
28	37, 89-90	4.6; 7.1.2	SRS/FRS Approval and Payments	Please define a time limit for departmental review and sign-off of SRS/FRS. We propose that comments or approval be provided within 14 calendar days of submission. If no consolidated response is received within this period, the submitted SRS/FRS should be treated as deemed approved for schedule and payment purposes.	As per revised RFP
29	35-36, 46, 78-79, 91, 95	4.4; 4.15; 6.19; 7.2.1; 7.3	Third-Party Integrations; Dependencies; Extension in Delivery Period	Please confirm that delays or failures caused by third-party systems, API providers, departmental approvals, access, data, infrastructure or credentials will not be attributable to the SI and will not attract LD, SLA penalty or payment deduction. The affected milestone timelines should be extended on a day-for-day basis. Where such dependency causes additional effort or prolonged resource deployment, an appropriate Change Request and compensation should be allowed.	As per revised RFP
30	43, 45-46, 118-119	4.12; 4.14; Annexure J	Project Implementation Team; Resource Deployment Plan	The Project Implementation Team lists only a Project Manager, Project Coordinator and Business Analysts, while the scope includes microservices, AI/ML, blockchain, DevSecOps, integrations, data migration, testing and security. Please provide a minimum development-phase team and allow offshore deployment for technical roles. Suggested profiles include Solution/Technical Architect, Microservices Lead, Senior Backend Developers, Frontend/UI/UX Developers, AI/ML Engineer, Blockchain Specialist, DevOps/Kubernetes Engineer, Integration/API Engineer, Data Migration/ETL Engineer, QA/Automation and Performance Test Engineers, Security Engineer, DBA and Technical Writer.	As per revised RFP

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31	87-89, 118	7.1; 7.1.1; Annexure J	FMS Team for Recruitment 2.0	Please clarify the deployment start date and duration of the FMS Team for Recruitment 2.0. Will these resources be required only after completion of the 12-month development period and Go-Live, or must they also be deployed during development/stabilization? If overlap is required, please specify the number of resources, start date, duration and payment treatment.	As per revised RFP
32	43-44, 107, 172, 182	4.13; Annexure F.1 Note 3; Annexure T(R); Annexure V	Tools, Software, SDKs, APIs and Licence Costs	Please clarify the ownership and payment responsibility for all recurring or usage-based licence costs, including AI/ML models or LLMs, blockchain platform, anti-spoofing/biometric SDK, OCR, database/middleware, monitoring tools and third-party APIs. We request that Department/RISL bear all recurring, subscription and consumption-based charges, while the SI may include only one-time implementation and integration effort in its bid.	As per revised RFP
33	87	7.1	FMS of Recruitment 1.0 - Deliverables	The SI is required to submit the source code of the entire Recruitment 1.0 application and its components with quarterly invoices. Since Recruitment 1.0 is an existing Department-managed application and the SI may not own or control its complete source code, please delete this deliverable. The SI should be required to submit only the source code, scripts, configurations and documents created or modified by it during the FMS period.	As per revised RFP
34	13	Section 1 "Invitation to Bid"		Request you to kindly extend the bid for 3 weeks from the current submission date.	As per revised RFP
35	86–88	7.1(d)–(e)	Development payment is phase-weighted: Phase I 50%, Phase II 40%, Phase III 10%. The schedule states 80% of each phase weightage is payable on Go-Live; the remaining 20% of development cost is payable in four equal instalments during Year 1 FMS.	Rather than making payment only upon completion and Go-Live of an entire phase, we suggest that the corresponding phase payment be released progressively against the completion and acceptance of key deliverables within that phase—for example, a portion upon SRS approval (10%), Architecture/Design approval (10%), development/configuration completion (20%), a portion upon successful UAT/sign-off (20%), and the balance upon Go-Live? while retaining the overall phase weightages of 50%, 40% and 10%, respectively.	As per revised RFP
36	24; 89–90	5.12 Stage (c); 7.1 payment terms	Technical proposal carries 60% weightage and financial proposal 40% for combined bid evaluation. Payment terms are separately governed by Section 7.1.	Considering the technical complexity and criticality of the proposed solution, can the combined technical–financial bid evaluation weightage be revised from 60:40 to 80:20, with 80% weightage assigned to the technical proposal and 20% to the financial proposal?	As per RFP
37	46; 87–88	4.15(3)(b); 7.1(e)	The selected bidder must provide an attendance system and other computing devices to its deployed team. Monthly attendance reports from the Attendance Management System are mandatory for FMS invoices.	Please clarify whether the selected bidder is required to supply, install, configure and maintain the Attendance Management System and other computing devices for its deployed personnel. If yes, please specify the type and quantity of devices, deployment locations, technical specifications, expected manpower, integration and monthly reporting requirements, connectivity arrangements, maintenance period, and ownership of the equipment after contract completion. Please also confirm whether all associated hardware, software, licensing, connectivity and maintenance costs must be included in the financial bid.	As per revised RFP
38	145; 166–167; 172	Scope: Interview Management; K; R	The solution requires biometric machines for interviews and biometric/face-recognition attendance across recruitment stages. Anti-Spoofing SDK cost must be included in the financial bid with no separate charge.	Please clarify quantities, locations, concurrency/throughput, device specifications and certifications, Aadhaar/UIDAI integration responsibilities, supply/installation/O&M obligations, data-retention requirements, and ownership of candidate biometric devices.	As per revised RFP
39	30, 36–37, 40–41, 91	Clauses 4.3, 4.5, 4.10 and 7.2.1	The RFP specifies Redis, Kafka, NAS + CDN, Kubernetes/Docker or VM-based deployment, RSDC hosting, cluster configuration, load balancing, high availability, and RSDC-based monitoring. It also states that RISL will provide IT infrastructure at SDC for making the application live. However, it doesn't specify the exact infrastructure components, available versions, capacity, licences, ownership, monitoring tools, DR setup, or bidder-versus-RISL responsibility.	Please confirm whether RSDC/BSDC/RISL will provide Kubernetes, Kafka, Redis, NAS/CDN, load balancers, monitoring tools, DR infrastructure, and all required licences. Please provide available versions, technical specifications, capacity, sizing, HA/DR configuration, ownership, and responsibility matrix for each component.	As per revised RFP

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40	35, 41, 170, 176–178, 179–182	Clauses 4.3(E), 4.10; Annexure T – Module N; Annexure U; Annexure V	The RFP states that Azure, Google Cloud, AWS, and other third-party cloud AI services aren't recommended, and that APIs required for Recruitment 2.0 must be developed and deployed within BSDC/RSDC. It also states that the portal must not call APIs from Azure, Google, AWS, cloud, or any other server. However, the RFP requires Google Maps for exam-centre navigation, WhatsApp/social-media integrations, chatbot/voice bot, and multiple external government-platform integrations.	Please clarify the list of permitted external APIs and services. Specifically, confirm whether Google Maps, WhatsApp, social-media APIs, chatbot/voice-bot services, anti-spoofing SDKs, biometric/face-recognition components, and other third-party services may be directly consumed. Please also confirm whether these APIs will be provided through RISL/RSDC/Raj SewaDwaar, who will bear subscription or transaction costs, and whether any external call is permitted from the application hosted at RSDC.	As per revised RFP
41	29, 31–34, 155–157	Clause 4.3(A) and 4.3(D); Annexure T – Module D	The RFP mentions a Recruitment Portal database size of more than 10 TB, more than 60 lakh OTRs, and more than 290 recruitments. It requires complete migration from Recruitment 1.0, table and field-level mapping, data profiling, cleansing, validation, conversion scripts, reconciliation reports, and archival/document-storage capability. However, it doesn't provide the database schema, source table inventory, data-quality profile, document/attachment volumes, archival volumes, annual growth, data-retention periods, or disposal rules.	Please share the current Recruitment 1.0 database schema/data dictionary, table-wise record counts and size, data-quality assessment or known data issues, archive volumes, attachment/document inventory and size, expected annual data growth, retention/archival/disposal requirements, and availability of anonymised sample data. Please also clarify the migration scope for historical data, documents, logs, audit trails, and archived recruitment records.	As per revised RFP
42	Relevant pages pertaining to Question Bank / QBDS	Question Bank Development System (QBDS) / Relevant Scope Clause	The RFP envisages a Question Bank Development System for creation, management and handling of examination questions/question banks. Considering the highly confidential and sensitive nature of examination questions, strict access control and segregation of duties are critical.	Considering the highly sensitive and confidential nature of the Question Bank and examination questions, we suggest that the Question Bank Development System (QBDS) and its operational administration/content handling be managed by a separately authorised and dedicated team, independent of the bidder's general application development and O&M team. Kindly clarify whether the bidder's responsibility with respect to QBDS during O&M can be restricted to controlled technical/platform support, while question creation, approval, access and operational handling are undertaken by a separately authorised team nominated by the Department/RSSB. Remarks Question-bank information is highly confidential, and unauthorised access may directly impact the integrity of the examination process. Segregating the QBDS operational team from the general application/O&M team would strengthen segregation of duties, confidentiality, accountability and security controls.	As per revised RFP

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43	46; 87–88	Clause 4.15(3)(b); Clause 7.1(e)	The selected bidder is required to provide computing infrastructure such as desktop/laptop, printer, scanner, Attendance System, camera, mobile device, TAB, etc., as per project requirements, to deployed team members. Attendance reports are also linked with FMS invoicing.	Please clarify the exact purpose and scope for which scanners, Attendance Systems, cameras, mobile devices, TABs and other computing equipment are required to be provided by the selected bidder. Specifically, please confirm whether these devices are required only for use by the bidder's own deployed project/O&M manpower or whether the bidder is also expected to provide such equipment for examination, interview, document scrutiny/verification, candidate attendance or any other recruitment-related operational activities undertaken on behalf of the Department/RSSB. If the latter is applicable, kindly provide the expected quantities, locations and operational responsibilities. Remarks This clarification is required to clearly establish the boundary between IT/O&M responsibilities and recruitment operational activities and to enable appropriate estimation of hardware, manpower and associated costs. The existing RFP wording refers to computing devices for deployed team members.	As per revised RFP
44	30, 36–37, 40–41 and other relevant technical sections	Clauses 4.3, 4.5, 4.10 and related Technical Architecture / Technology Stack clauses	The RFP identifies several standard technologies/components such as PostgreSQL, Redis, Kafka, Kubernetes/Docker and other application/infrastructure components.	Please confirm whether the selected bidder is permitted to use standard open-source/community-edition tools, frameworks, databases, middleware and other technologies, wherever technically suitable and compliant with the RFP requirements, without mandatory procurement of enterprise/commercial licences. In case enterprise/OEM licences or paid support subscriptions are mandatory for any specific technology/component, kindly identify such components explicitly along with the applicable licence/support requirements. Remarks Allowing technically suitable open-source technologies can avoid unnecessary licensing costs while meeting required security, performance, scalability and support requirements. Explicit identification of components requiring enterprise/OEM licensing will also enable all bidders to make comparable and accurate commercial estimates.	As per revised RFP
45	31-C. DEVELOPMENT OF MOBILE APPLICATION	Clause - Mobile application under the scope requires the following features as well	Aadhaar Biometric authentication module mobile app shall be developed for face and finger matching features of candidate for multiple level	Please describe the flow of the requirement , who will be the responsible for matching the Addhar details (center incharge or invigilator) Remarks Need clarification. Is jammer installed at the exam center. Who will take care of Network connectivity responsibility at center ?	As per revised RFP
46	34-E. ARTIFICIAL INTELLIGENCE & AUTOMATION FEATURES	Following are some of the features which are to be developed in Recruitment 2.0	AI-based investigation and fraud detection to identify fake, manipulated, and forged documents preventing recruitment fraud.	Please elaborate use-cases of fraud detection. Need clarification	As per RFP

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47	34-E. ARTIFICIAL INTELLIGENCE & AUTOMATION FEATURES	Following are some of the features which are to be developed in Recruitment 2.0	OCR Technology to automatically scan marksheets and extract candidate marks for metadata storage, reducing manual entry.	OCR Technology to automatically scan marksheets and extract candidate marks for metadata storage, reducing manual entry. Remarks OCR may not always 100% full proof , what is the backup plan for this.	As per revised RFP
48	General			Question Bank Development System (QBDS) Remarks Please elaborate functionality of QBDS system	As per revised RFP
49	General			Result Preparation Module Remarks Please elaborate functionality of Result Preparation system	As per revised RFP
50	18	3.1, Item 2	Financial - Turnover: average annual turnover of at least INR 50 crore during any three specified financial years from eligible IT/ITeS application development and FMS work.	May RISL consider a proportionate relaxation, alternate qualification route, or other legally permissible mechanism for DPIIT-recognised / iStart Rajasthan startups that can demonstrate relevant technical capability, security controls, key personnel and performance-security commitments, while retaining full delivery accountability?	As per revised RFP
51	18-19, 21	3.1, Item 4; Note 5	Technical capability requires completed application-development/FMS projects for Central/State Government, PSU or BFSI in the prescribed value bands and period; only specified project types qualify.	For specialised emerging-technology firms, may RISL consider an alternate evidence route for technical capability - for example government-evaluated PoCs, production prototypes, accepted technical pilots, independently verifiable benchmark evidence, or another legally permissible specialist route - without reducing the selected bidder's contractual responsibility?	As per revised RFP
52	20	3.1, Items 5 & 7	Bidder must have at least 150 relevant employees and valid ISO 27001, ISO 9001:2015 and CMMI Level V certifications.	May RISL clarify whether any startup-specific relaxation/substitution is legally available for manpower strength and maturity certifications, provided the bidder meets the project's security, quality, SLA and staffing requirements before deployment? If no relaxation is permissible, kindly confirm.	As per revised RFP
53	21; 73-74	3.1 Note 1; 6.4	Joint Venture, Consortium or Association is not allowed.	Given the multi-disciplinary scope (large-scale application engineering, AI/ML, OCR, biometrics, cybersecurity, mobile, DMS and migration), may RISL clarify whether any disclosed specialist technology-partner arrangement is permissible without constituting a JV/consortium, with the selected bidder remaining fully accountable?	As per RFP
54	21; 77	3.1 Note 2; 6.18; applicable RPPP provisions	The PQ note states that the bidder shall not subcontract/sublet any component. Clause 6.18 separately contemplates sub-contracting subject to permission of the Purchaser/Tendering Authority.	Kindly clarify the intended interaction between the no-subcontract condition in Clause 3.1 Note 2 and Clause 6.18, and whether any startup-focused subcontracting provision under the prevailing Rajasthan Transparency in Public Procurement framework may apply to this procurement. If applicable, kindly reflect the permissible route expressly in the final RFP.	As per RFP
55	12-13; 50-51	NIB - Bid Security; 5.8	The NIB specifies bid security. Clause 5.8 states every bidder, if not exempted, must furnish bid security and describes specified concessions / bid-securing-declaration categories.	Kindly confirm the exact documentary basis and categories under which bid-security exemption or concession may be claimed for this procurement, including the treatment, if any, of DPIIT-recognised startups, Rajasthan startups/QRated startups and MSE/Udyam entities.	As per RFP
56	22; 167; 172-174	3.2 Item 2; Annexure T - K & R	Technical evaluation and functional requirements include AI-based OCR/document scanning, photo matching/biometric verification, anti-spoofing, fraud detection and automation.	May RISL define AI/OCR acceptance through measurable outcomes - benchmark datasets, minimum accuracy/latency, false-positive/false-negative thresholds where relevant, data-residency, model/version registry, rollback and auditability - rather than requiring any particular foundation-model development approach? This would permit approved open-weight/local models and specialised models hosted entirely in Government-controlled infrastructure.	As per revised RFP
57	167; 173-174	Annexure T - K & R	AI/biometric systems flag suspicious cases, support verification actions, extract marks/document data and support analytics/decision workflows.	For consequential recruitment actions, may the final RFP expressly state that AI/ML outputs are assistive/advisory, while statutory eligibility rules, final scrutiny, approval/rejection and other consequential state transitions remain governed by deterministic rules and authorised officers with complete audit trails?	As per revised RFP

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58	142-144; 174	Annexure S - Recruitment Configuration; Annexure T - Logs/Rules	The system includes configurable eligibility matrices, recruitment configuration, master-history/version fields, marks calculation and merit generation as per recruitment rules/criteria.	May RISL require a versioned Recruitment Rules Registry in which every rule/criterion, amendment, effective date, approval and superseded version is machine-readable and version-controlled, so the system can reproduce which rule version applied to any historical application or decision?	As per revised RFP
59	167; 173-174	Annexure T - K & R	OCR extracts marks/document metadata; One-Time Document Verification freezes verified records; face/biometric modules use similarity scores and officer actions.	May RISL require field-level confidence scoring and source-page provenance for OCR/document extraction, with low-confidence/conflicting outputs automatically routed for authorised human review, so AI/OCR cannot silently create, overwrite or reject authoritative candidate data?	As per revised RFP
60	143; 161-162; 166-167; 173-174	Annexure S/T - Exception, Vigilance, Grievance, Verification & Logs	The RFP already provides exception handling, flagged/suspicious case views, escalation, role-based verification and audit logging.	May RISL consider a unified Officer Exception Workbench that prioritises incomplete, conflicting, duplicate, suspicious, policy-exception and low-confidence cases, while deterministic clean cases follow the normal workflow? This can reduce manual workload without delegating statutory authority to AI.	As per revised RFP
61	127; 161-162; 164; 174	Annexure P(4); Annexure T audit/log provisions	The RFP requires traceable audit trails, history/versioning, RTI/court support and also refers to blockchain for tamper-proof storage of selected records.	May RISL specify the required integrity outcome (tamper-evident, independently verifiable audit history) while remaining technology-neutral on implementation? We suggest cryptographic hashing/hash-chaining of consequential events plus a one-click audit/appeal/RTI evidence pack containing state history, applicable rule version, source documents, officer actions and notification history; blockchain may be used where justified but need not be the primary transactional database.	As per revised RFP
62	29-30; 167	4.3 - Microservice Architecture; Annexure T - K Performance	The portal handles very high application volumes and requires scalable microservices, auto-scaling, caching, load balancing and peak-period availability; biometric/AI modules must handle lakhs/millions of candidates.	For objective and comparable acceptance, kindly specify peak concurrent users, target transactions/requests per second, peak download bursts, expected annual application volume, RTO/RPO and target availability. We suggest witnessed load/soak/failover testing against agreed thresholds before go-live.	As per revised RFP
63	31-32	4.3(D) - Data Migration from Recruitment 1.0	Selected bidder must migrate complete Recruitment 1.0 data, ensure completeness/reliability/accuracy, provide mapping/comparative reports and complete migration before go-live or as directed.	Kindly clarify the extent of source-code, schema, API/interface documentation, historical data dictionaries and incumbent handover support that will be made available. We suggest migration rehearsals, record-level reconciliation, controlled shadow/dual-run where appropriate, rollback criteria and a signed migration/cutover acceptance report before final switch-over.	As per revised RFP
64	Page 18	Rule No. 2 Financial: Turnover	Average annual turnover should be at least INR 50Crores (Fifty Crores) during any three financial years (i.e. 2022-23, 2023-24, 2024-25 and 2025-26 from IT/ITES projects in application software development and support maintenance service (FMS) in India	If We get the any Relaxation in this.	As per revised RFP
65	Page 18 & Page	Rule No. 4 Technical Capability	The bidder should have experience of completed application software development and its completed /ongoing support and maintenance (FMS) with Central Government / State Government / PSUs / BFSI in last five (5) years (i.e. 2021-22, 2022-23, 2023-24 2024-25 and 2025-26) in India comprising minimum of One (1) project of value not less than 12 Crores OR Two (2) projects of value not less than 15 Crores OR Three (3) projects of value not less than 18 Crores	We get the Relaxation in the Single work order & If in this Hardware supply and equipment Supply and Service then consideration in the 12 crore single order project	As per revised RFP
66	18	3.1 – Sr. No. 2	Financial: Turnover — Average annual turnover of at least INR 50 Crores during any three of the specified financial years from IT/ITeS application software development and FMS projects in India.	It is requested that the minimum average annual turnover requirement be reduced from INR 50 Crores to INR 25 Crores, considering the estimated procurement cost of the project and to enable wider participation by capable bidders. Kindly confirm whether the criterion may be amended accordingly.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
67	19	3.1 – Sr. No. 4	Technical Capability — Experience in completed application software development and completed/ongoing support and maintenance (FMS) with Central Government / State Government / PSUs / BFSI in India during the last five years: one project of value not less than INR 12 Crores OR two projects of value not less than INR 15 Crores OR three projects of value not less than INR 18 Crores.	It is requested that the project-value thresholds be relaxed to: (i) one project of value not less than INR 4 Crores; OR (ii) two projects, each of value not less than INR 2 Crores; OR (iii) three projects, each of value not less than INR 1 Crore. This will allow participation by bidders with relevant application development and FMS experience on projects of comparable scope. Kindly consider revising the criterion accordingly.	As per revised RFP
68	22	3.2 – QCBS, Sr. No. 2	Experience of software development projects involving (a) document scanning/OCR using AI and metadata preparation, and (b) photo matching using AI.	The bidder may not meet the specific experience requirement/threshold under this parameter. It is requested that equivalent experience in application software development, document digitisation, OCR, image processing or related AI-enabled solutions be accepted, and that the marking criteria be relaxed accordingly. Kindly clarify whether equivalent relevant project experience will be considered.	As per revised RFP
69	22	3.2 – QCBS, Sr. No. 3	Experience of software development projects involving end-to-end execution of the recruitment cycle, including exam-form filling, system-generated admit-card download, and result view/download, with marks linked to the number of cycles.	The bidder may not meet the specified recruitment-cycle experience threshold. It is requested that experience in comparable end-to-end citizen-facing or examination/application lifecycle platforms be accepted as equivalent, and that the marks/thresholds be suitably relaxed to encourage wider participation. Kindly confirm whether such equivalent experience will be considered.	As per revised RFP
70	22	3.2 – QCBS, Sr. No. 4	Experience of software development projects based on Micro Service Architecture, with marks linked to the number of projects.	The bidder may not meet the specified number of Micro Service Architecture projects. It is requested that relevant experience in scalable, modular application development and migration/implementation projects be considered, and that the project-count thresholds for scoring be relaxed. Kindly clarify whether equivalent architecture and implementation experience will be accepted.	As per revised RFP
71	22	3.2 – QCBS, Sr. No. 5	Number of registered users on the project, with marks linked to user-count thresholds of 10 lakh, 30 lakh and 60 lakh.	The bidder may not meet the specified registered-user thresholds. It is requested that the user-count criteria be relaxed and that experience with comparable transaction volumes, application complexity, service delivery or concurrent usage be considered as an alternative basis for scoring. Kindly confirm whether such equivalent project scale may be considered.	As per revised RFP
72	9-10, 22	Glossary Definition of 'Software Development Project' read with Clause 3.2, Evaluation Parameter 3	As per the Glossary, 'software development project' includes work orders for upgradation/customization/implementation and maintenance of an existing project, not just new development. Evaluation Parameter 3 asks for experience of recruitment cycles (exam form filling, admit card download, result view/download), supported by a Work Completion Certificate.	As per the Glossary, software development project already includes upgradation/customization/maintenance work on an existing application, not just fresh development. Request RISL to kindly confirm/amend Evaluation Parameter 3 to clearly state that recruitment cycles executed under an existing FMS/upgradation/Customization project will also be counted for marking, based on the actual number of cycles certified by the client, and not be read narrowly just because the work was upgradation/maintenance rather than a new development project.	As per revised RFP
73	Page No.12	1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)	Bid Security (EMD) and Mode of Payment - • 2% of Estimated Procurement Cost as per prevailing rules of Govt. of Rajasthan. • 0.5% of the Estimated Procurement Cost for S.S.I unit of Rajasthan and • 1% for Sick Industries, other than S.S.I., whose cases are pending with Board of Industrial & Financial Reconstruction.	As per the RFP, Bid Security (EMD) is prescribed at 2% of the Estimated Procurement Cost, with a concessional rate of 0.5% applicable to S.S.I. (Small Scale Industries) units of Rajasthan and 1% for Sick Industries (other than S.S.I.) whose cases are pending with the Board of Industrial & Financial Reconstruction. It is submitted that the classification of "S.S.I. Units" has since been superseded by "MSME" (Micro, Small and Medium Enterprises) units under the applicable Government of India/Government of Rajasthan MSME policy and notifications. It is therefore requested that the Authority confirm and amend the clause to read MSME units of Rajasthan in place of S.S.I. units, and accordingly extend the concessional EMD rate of 0.5% (or as applicable under the prevailing Rajasthan MSME/Procurement policy) to Micro and Small Enterprises registered in Rajasthan, in line with the State's MSME Act/Public Procurement Policy for MSMEs."	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
74	Page No. 22	3.2. Selection Method - Point 1 Turnover	Bidder's Average Turn Over from IT/ITeS projects in application software development and support maintenance service (FMS) in India for any three financial years (i.e. FY 2022-23, 2023-24, 2024-25 and 2025-26) >= 100 Cr - 10 Marks >=75 and < 100 Cr - 08 Marks >=50 and <75 Cr - 05 Marks	The RFP prescribes a minimum eligibility of INR 50 Crore average annual turnover from IT/ITeS application software development and support & maintenance (FMS) projects in India (Clause 3.1, S.No. 2), and further, under the technical marking criteria (Clause 3.2, S.No. 1), full marks (10 Marks) are awarded only where such turnover is $\geq$ INR 100 Crore. As per generally accepted industry practice and public procurement norms, the turnover benchmark for a project is typically pegged at around 2–3 times the estimated project/procurement cost, so as to reasonably establish the bidder's financial capacity without unduly restricting competition. The Estimated Procurement Cost notified for this RFP is INR 17.00 Crore (Section 1, NIB). Applying the standard 2–3 times benchmark, the corresponding turnover requirement works out to approximately INR 34–51 Crore – i.e., around INR 50 Crore – which is already reflected in the minimum eligibility criterion at Clause 3.1. However, the top marking slab under Clause 3.2 requiring turnover of INR 100 Crore (nearly 6 times the project value) to secure full marks appears disproportionately high relative to the project size, and effectively skews the technical scoring in favour of only very large bidders. This restricts fair and wider participation from capable and experienced mid-sized System Integrators who otherwise fully meet the eligibility and technical requirements of the RFP, and is not commensurate with the project's scale. We therefore request RISL to kindly review and relax/rationalize the turnover-based marking criteria at Clause 3.2, S.No. 1, in line with the standard 2–3 times project value benchmark (i.e., around INR 50 Crore), for instance by awarding full marks (10 Marks) for turnover $\geq$ INR 50–60 Crore, with proportionately graded marks for lower slabs. This will ensure a level playing field, encourage wider and more competitive participation, and remain fully consistent with the project's estimated value of INR 17.00 Crore, without in any way diluting the assessment of bidders' financial capability.	As per revised RFP
75	22	3.2. Selection Method	ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	Request RISL to kindly consider extending the look-back period from the last 7 (Seven) financial years to the last 10 (Ten) financial years for Evaluation Parameters 2, 3, 4 and 5, so that bidders with genuine and relevant long-standing project experience are not unfairly excluded merely on account of project timelines, and a wider pool of technically qualified and experienced bidders can be considered.	As per RFP
76	30	Clause 4.3, Point B (Proposed Technology Platform Table)	Proposed Technology Platform for Recruitment 2.0 (Clause 4.3, Point B): 'Database - PostgreSQL 16 with partitioning and read replicas'	Database Hardware/VM Sizing Responsibility — Kindly clarify whether the database compute, memory, storage and network infrastructure will be provisioned by the Department/State Data Centre/Cloud Service Provider or shall form part of the bidder's scope. If infrastructure is Department/SDC/CSP-provided, kindly specify the maximum allocatable vCPU, RAM, storage capacity, storage IOPS/throughput, network bandwidth and VM/storage performance guarantees for the database HA/DR environment. This protects the bidder from performance/SLA exposure caused by infrastructure constraints outside the bidder's control.	As per revised RFP
77	34	Clause 4.3, Scope of Work, Point A — Handwriting Verification Matching	Handwriting verification using OMR scanning is included in scope, which may require AI/ML tools.	Implementing handwriting verification typically requires AI/ML frameworks such as PyTorch or TensorFlow to build and train a custom handwriting-matching model. While these frameworks themselves are open-source, building a reliable model requires significant supporting cost — GPU/compute infrastructure for training, creation and labelling of a handwriting sample dataset, data science expertise, and ongoing model retraining/maintenance for accuracy over time — none of which is reflected as a separate cost head in the BOQ. Request RISL to kindly clarify who will bear this cost, and if it is to be included in the bidder's price, it is requested that RISL kindly consider providing suitable cost allowance/guidance for this component separately, along with the expected volume and accuracy benchmark, to help bidders plan and price this feature realistically within the overall project budget	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
78	34	Clause 4.3, Scope of Work, Point A (Features Using AI)	Several AI-based features (photo matching, face recognition attendance, fraud detection, OCR etc.) are mentioned in the scope.	Kindly clarify whether the cost of AI models/tools, subscriptions, API charges etc. required for these features is to be included in the bidder's price, or will be provided/arranged by RISL separately.	As per revised RFP
79	34	Clause 4.3, Scope of Work, Point B (Blockchain)	Blockchain is included in the scope for OTR details, documents and recruitment records.	The Blockchain component is described only in these two lines, with no supporting technical detail provided anywhere in the RFP or its Annexures — no specification of the underlying blockchain infrastructure/platform, hosting arrangement (on-premise/cloud), node architecture, expected transaction volume, or which departments/data types will actually be recorded on-chain. The BOQ also does not carry any separate cost head for this component. In the absence of this information, bidders have no reasonable basis to estimate the infrastructure, licensing, or development effort/cost for this feature. Request RISL to kindly clarify the exact use case(s), departments/stakeholders involved, expected volume of transactions, and who will bear the underlying infrastructure/licensing cost, so that bidders can price this component correctly and on a like-to-like basis.	As per revised RFP
80	86, 88-89	Clause 7.1.1 (Development Period — Phase-wise Weightage Table) read with Clause 7.1.2, Sr. No. 2 (Payment Schedule — Design & Development)	The Development Period is divided into Phase I (50% weightage), Phase II (40% weightage, covering 15+ major modules) and Phase III (10% weightage). As per the Payment Schedule, "80% of the weightage (table above) on Go-Live of each phase" — i.e., the entire Development-phase payment for each phase is released only on Go-Live of that phase, even though FRS Document/SRS Document/Database Design are listed as required deliverables at the submission stage itself.	Under the current structure, no payment is linked to submission/approval of the SRS — the bidder is required to complete requirement gathering, stakeholder discussions (with RISL, RPSC, RSSB) and prepare/get sign-off on the SRS for each phase (e.g., 15+ modules under Phase II alone), entirely at its own cost, with the full phase payment released only much later at Go-Live. This creates a significant upfront effort and cash-flow burden for the bidder before any payment is due. Further, the SRS is not merely an internal document — once approved, it becomes the reference baseline against which all subsequent Change Requests are evaluated (as per Clause 7.5), making it a critical, RISL-approved contractual artefact in its own right. Request RISL to kindly consider introducing a separate, smaller payment milestone (e.g., 10-15% of the respective phase weightage) linked to submission and approval of the SRS/FRS for each phase, with the balance continuing to be paid on Go-Live as currently structured.	As per revised RFP
81	Page No.88	7.1. Project Deliverables, Milestones, Payment Terms & Time Schedule	Selected Bidder shall deploy the manpower for development of Recruitment 2.0 within 15 days from the date of issue of Work Order for Recruitment 2.0. The duration of the project shall start from the 16th day of the issue of the Work Order for Recruitment 2.0.	We request the Authority to kindly relax the manpower deployment timeline prescribed in the above clause from 15 (fifteen) days to a minimum of 60 (sixty) days from the date of issue of the Work Order, with the project duration to correspondingly commence from the 31st day of issue of the Work Order. Deployment of the required manpower involves identification, technical screening, and finalization of resources with the specific skill sets needed for Recruitment 2.0, which cannot be reliably completed within 15 days. Most qualified professionals currently in employment are bound by a standard notice period of 30 to 60 days with their existing employers; a 15-day window makes it impractical to onboard experienced, project-ready resources without compromising on quality.	As per revised RFP
82	Page No.89	Clause 7.1.2(d) — Payment Terms	Due payments shall be made promptly by the purchaser, generally within ninety (90) days after submission of an invoice or request for payment by the supplier/selected bidder, and the purchaser has accepted it	It is requested that kindly consider reducing the payment cycle to 30-45 days from invoice submission , in line with standard industry practice for IT/software services contracts, to support smoother working capital planning.	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
83	Page No.93	iii. Penalty for attrition of key resources during the project duration	SI shall make sure that the key personnel involved in the operation and maintenance of the RECRUITMENT 2.0 software solution are designated to the project for the entire duration of the project. In case, any key person listed below has to leave the project (3 changes permissible during development and O & M phase), the following penalties shall be applicable	As per the RFP, the SI is required to ensure that key personnel deployed for operation and maintenance of the RECRUITMENT 2.0 software solution remain designated to the project for its entire duration, with only 3 changes permissible during the Development and O&M phase combined. Kindly confirm that penalties are applicable only after 3 permissible changes. Further It is submitted that key personnel attrition/exit is often driven by genuine and unavoidable circumstances (e.g., resignation, long-term medical exigency, or personal reasons) that are outside the Bidder's control, and that the prescribed penalty in such cases is disproportionately high relative to the actual impact on project delivery, provided a suitably qualified replacement with equivalent or higher qualification/experience is deployed within a reasonable transition period (e.g., 15–30 days) with adequate knowledge transfer. It is therefore requested that the Authority relax/reduce the penalty for key personnel replacement, and/or increase the number of permissible no-penalty changes, and/or waive the penalty where replacement is on account of circumstances beyond the Bidder's reasonable control, subject to timely deployment of an equally or better qualified resource.	As per revised RFP
84	93	iii. Penalty for attrition of key resources during the project duration	8. Helpdesk Team Rs. 50,000/- per attrition	The penalty for replacement of a Helpdesk Resource should be in the range of ₹10,000 to ₹20,000 per replacement.	As per revised RFP
85	93	ii. Penalty for non-availability of deployed resources/ manpower	A maximum of 18 leaves per year (4.5 per quarter on prorate basis) shall be allowed for resource deployed. In case resource needs to take off/leave from the duty, s/he must take due approval from department authorities. In case total number of leaves exceed the maximum allowed leaves, payment shall not be made for the period of unavailability (calculation as per the rates quoted in financial bid) and additional damages shall be levied as per the following	Considering that leave entitlement is a standard employment provision and resources may require leave due to personal, medical, or other unavoidable circumstances, it is requested that the Employer may kindly clarify whether the permissible leave limit can be considered on an annual basis instead of a strict quarterly pro-rata basis. Further, in case of leave beyond the permissible limit, it is requested that the provision of additional damages may kindly be waived, with payment being deducted only for the actual period of resource unavailability, provided that the selected bidder ensures a suitable replacement resource, wherever required. This will help ensure continuity of services while providing reasonable flexibility in managing resources during the project duration.	As per revised RFP
86	Page No.96	Key Considerations for SLA	Maximum penalty per quarter will be as per actuals as per the SLA.	It is requested that the Authority confirm/incorporate a clause capping the aggregate of all penalties, Liquidated Damages (LD), and SLA-related deductions leviable under the Contract at 10% of the Total/Annual Contract Value (as applicable), across the entire project duration or per year, whichever is specified. It is submitted that an overall penalty cap is a standard risk-mitigation provision that allows Bidders to price the commercial bid with reasonable certainty, and its absence exposes the SI to open-ended financial liability disproportionate to the contract value.	As per revised RFP
87	96-97	Clause 7.5 - Change Requests/ Management	The select bidder shall ensure that deployed manpower for O&M shall be liable for all the changes including all UI/UX, application changes in software, mobile application, development of new or existing modules, any type of changes in the process shall be part of O&M tasks for the contractual periods. Any change request shall be awarded only for architectural changes for application and database (Addition of New Table Structure)... Without architectural/database changes, no changes shall be considered as change request.	As per Clause 7.5(h), a Change Request is recognized (and paid on man-month basis) only when it involves architectural or database-level changes. All other changes — including UI/UX changes, application-level changes, development of new or existing modules, and process changes — are treated as part of O&M tasks to be absorbed within the fixed FMS cost, at no extra payment. This makes the Change Management scope very broad and open-ended on the O&M side, since even development of new modules can be classified as "O&M task" rather than a Change Request. Request RISL to kindly clarify/narrow the definition of "O&M task" versus "Change Request," and confirm that any change involving significant new development effort (not limited to architectural/database changes) will also be evaluated and paid on actual man-day/man-month basis, rather than being bundled into the fixed O&M scope at no cost.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
88	Page No.96-97-98, 44	Clause 7.5(h) — Change Requests/Management, read with Clause 4.13, Point 11 — Performance Monitoring & Enhancement	The select bidder shall ensure that deployed manpower for O&M shall be liable for all the changes including all UI/UX, application changes in software, mobile application, development of new or existing modules. RISL shall carry out the performance testing activity (load/ stress/ volume testing) as per the requirements to ensure that the application meets the required speed, scalability and stability requirements under the expected workloads and provides its recommendations. The selected bidder, based on the recommendations of RISL, shall incorporate changes in the software solution at No extra cost...	It is requested that RISL kindly define the scope/boundary of "new module development" that is included within fixed FMS pricing, versus enhancements chargeable as a Change Request, to help bidders plan resourcing and pricing accurately.	As per revised RFP
89	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	The Selected Bidder shall deploy a dedicated Network Management Team for smooth coordination with RSDC for deployment, and network-related activities throughout the project duration.	Kindly specify the minimum number of resources, the required skill sets/qualifications, and the expected role profile (e.g., Network Engineer, Network Administrator) that will constitute the "Network Management Team," so that the Bidder can plan and cost the deployment accurately. We request that the Network Management Team be permitted to be deployed on a need/call basis for RSDC coordination and network-related activities, rather than as a full-time dedicated resource stationed for the entire project duration.	As per revised RFP
90	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	FMS TEAM (Recruitment 2.0)	The manpower required in FMS TEAM (Recruitment 2.0) & the qualification required, raises the cost of the project significantly & beyond the proposed cost of the budget, kindly request you to reduce the quantity of resources so that the cost can fit in the proposed budgetary price. Pls also allow for offsite placement of resources except the ones which are mandatorily required onsite.	As per revised RFP
91	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	FMS TEAM (Recruitment 1.0)	We request you to kindly consider the Project Manager in FMS TEAM (Recruitment 1.0) as well.	As per revised RFP
92	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	FMS TEAM (Recruitment 1.0)	The manpower required in FMS TEAM & the qualification required, raises the cost of the project significantly & beyond the proposed cost of the budget, kindly request you to reduce the quantity of resources so that the cost can fit in the proposed budgetary price. Pls also allow for offsite placement of resources except the ones which are mandatorily required onsite.	As per revised RFP
93	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	The Selected Bidder shall provide two (2) helpdesk seats for resolution of issues and queries received from candidates throughout the entire project duration. The helpdesk will work in two shifts for seven days a week. The seat shall include a dedicated phone line for receiving calls on the helpdesk number.	It is requested that the Department should clarify the shift timings, and clarify that if 2 helpdesk resources are required for 2 shifts then a minimum of 6 resources have to be planned and taken as cost of project.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
94	Page No.118	J. Resource Deployment Plan and Expected Qualification & Experience of Resources	The mentioned resources shall be provided siting space either at the Bidder's office or RISL. All other resources deployed by the selected bidder may work from the bidders office.	As per the RFP, the mentioned resources shall be provided seating space either at the Bidder's office or at RISL, and all other resources deployed by the Selected Bidder may work from the Bidder's office. In today's work environment, most resources are increasingly working from home or from anywhere, with availability ensured wherever and whenever required through digital collaboration tools. It is therefore requested that the Authority consider relaxing the requirement of mandatory working from RISL/Jaipur or the Bidder's office, and permit resources to work remotely/from anywhere, subject to their being available on-site at RISL/Jaipur as and when required by the Authority (e.g., for meetings, reviews, or on-demand support), with adequate connectivity, security compliance, and response-time SLAs being ensured by the Bidder.	As per revised RFP
95	118	Clause J, Note 2 (Helpdesk Requirement)	The Selected Bidder shall provide two (2) helpdesk seats for resolution of issues and queries received from candidates throughout the entire project duration. The helpdesk will work in two shifts for seven days a week." As per the resource table, the 2 seats are split as 1 seat in Jaipur and 1 seat in Ajmer — i.e., only 1 resource per location.	As per the resource table, the 2 helpdesk seats are allocated as 1 seat each at Jaipur and Ajmer, meaning only 1 resource is available per location to cover 2 shifts, 7 days a week at that location. Practically, a single resource cannot cover both shifts every day on their own, and this arrangement leaves no provision for weekly off, sick leave, or planned leave for that resource. To ensure genuine, uninterrupted 2-shift, 7-day helpdesk coverage at each location, a minimum of 3 resources per seat/location (6 resources in total) would be required. Request RISL to kindly review and revise the helpdesk manpower requirement accordingly.	As per revised RFP
96	119	Clause J - Resource Deployment Plan, Sr. No. 4 (Project Manager)	As per the eligibility, Project Manager is required to have MBA along with B.Tech/MCA, 10 years' experience and PMP/Prince2 certification.	Request RISL to kindly make MBA a desirable qualification instead of mandatory, since B.Tech/MCA with 10 years' experience and PMP certification itself is sufficient to demonstrate the required competency. Making MBA mandatory may unnecessarily restrict availability of qualified resources and increase project cost.	As per revised RFP
97	119	Clause J - Resource Deployment Plan, Sr. No. 4 (Project Manager)	As per the eligibility, Senior Developer (Application Framework) & Junior Developer	The minimum experience prescribed for Senior Developer (8 Years) and Junior Developer (5 Years) is on the higher side and increases the overall project cost, as resources meeting these experience levels command higher remuneration in the market. Since the qualification and relevant technical background remain the same, request RISL to kindly consider revising the minimum experience requirement to 5 years for Senior Developer and 3 years for Junior Developer, which is reasonably sufficient to perform the assigned role effectively, while also helping bidders optimize the overall project cost.	As per revised RFP
98	Page No.192	Y. Format For Submission of Bid Supporting Documents & its References	Certification The Bidder must have the following valid certification: • ISO 27001- Information Security Management System • ISO 9001:2015- Quality Management System • CMMI Level – V	Kindly confirm the name of the certifying/appraising agency recognized for issuance of the CMMI Level 5 certification, and confirm whether the Authority will accept CMMI Level 5 certification issued by any CMMI Institute-authorized Lead Appraiser/Partner organization, or whether a specific certifying body has been prescribed.	As per revised RFP
99	25, 87-89	4 / 7	4.1, 7.1 and 7.1.1	Recruitment 2.0, including existing modules, new modules, mobile applications, and migration, is expected to be completed within 12 months. Remarks Kindly provide the expected phase-wise timeline and priority sequence for Phase I, Phase II, and Phase III. Please clarify whether modules may go live incrementally or whether all modules must go live together before Recruitment 2.0 is considered commissioned.	As per revised RFP
100	25-28	4 / 3	4.2 and 4.3(A)	Recruitment 1.0 currently operates through two application stacks, one for general recruitments and another primarily for Police recruitments. Remarks Please clarify whether both existing stacks have an identical code base and database schema. If not, kindly provide the module-wise, schema-wise, and integration-wise differences between the two stacks for accurate migration and redevelopment estimation.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
101	26-29	4 / 3	4.2 and 4.3	Existing application technology includes JSP, Java Servlets, WebLogic 14.1.1, and Oracle 12c. Remarks: Please confirm whether the selected bidder will receive the complete and buildable source code, database scripts, configuration files, dependency libraries, deployment scripts, API documentation, and architecture documents for both existing application stacks.	As per revised RFP
102	27, 31-34	4 / 3	4.3(A) and 4.3(D)	The bidder must maintain Recruitment 1.0 while simultaneously developing Recruitment 2.0 and migrating the existing data. Remarks: Please clarify the expected coexistence and synchronization model between Recruitment 1.0 and Recruitment 2.0 during phased implementation. Will bidirectional synchronization, dual-write, CDC, or periodic delta migration be required?	As per revised RFP
103	28-29	4 / 3	4.3(A)	The existing solution has more than 60 lakh OTRs, over 290 recruitments, more than 10 TB database size, and peak application volumes of approximately 2.5 to 3.5 lakh applications per day. Remarks: Kindly provide detailed workload statistics, including peak concurrent users, transactions per second, API throughput, hourly application submission pattern, admit-card download traffic, report concurrency, document download volume, and annual data growth.	As per revised RFP
104	39	4 / 8	4.8	Load testing is expected for 2 to 5 lakh simultaneous sessions during peak admit-card downloads. Remarks: Please clarify whether "2 to 5 lakh simultaneous sessions" means authenticated active sessions, concurrent HTTP connections, or concurrent users performing transactions. Kindly also specify the expected response-time and throughput acceptance criteria for each major business transaction.	As per revised RFP
105	29-30	4 / 3	4.3(B)	The proposed technology platform specifies Java 21 LTS, PostgreSQL 16, React 18, Redis 7.x, Kafka, Docker, and Kubernetes. Remarks: Please confirm whether the proposed technology stack is mandatory or indicative. Will equivalent open-source technologies be accepted if the bidder demonstrates equivalent or better scalability, security, supportability, and compatibility with the State Data Centre?	As per revised RFP
106	29-30, 41	4 / 3	4.3(B) and 4.10	Kubernetes is proposed, while VM deployment may be used if the State Data Centre restricts containers. Remarks: Kindly confirm whether a production-grade Kubernetes/container platform is currently available at RSDC/BSDC. If available, please provide the platform version, cluster topology, ingress controller, container registry, storage classes, monitoring tools, and operational responsibility matrix.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
107	36-38, 40-41	4 / 5 / 7	4.5, 4.7 and 4.10	The bidder must provide development and testing environments, while staging and production are expected at RSDC. Remarks: Please provide an environment responsibility matrix covering Development, SIT, Performance Testing, UAT, Security Testing, Staging, Production, DR, Training, and Data Migration. Please specify which environments and infrastructure will be provided by RISL and which must be arranged by the bidder.	As per revised RFP
108	30, 36-38	4 / 3 / 5 / 7	4.3(B), 4.5 and 4.7	Software products and tools required for development, testing, deployment, and maintenance are to be included in the solution. Remarks: Kindly clarify whether all production and Non Production licenses, subscriptions, support costs, OEM support, monitoring tools, API management tools, CI/CD tools, testing tools, document-management products, OCR tools, biometric SDKs, and database products must be included in the bidder's commercial quote.	As per revised RFP
109	30, 155-157	4 / 3 / 8	4.3(B) and Annexure T(D)	Documents may be stored on NAS, CDN, File Server, Newgen OmniDocs, IBM FileNet, or other infrastructure provided by RSDC. Remarks: Please confirm the DMS/storage product that will actually be available for implementation. Kindly provide available capacity, API specifications, licensing status, maximum object size, supported formats, backup arrangement, archival mechanism, and expected annual storage growth.	As per revised RFP
110	31-34	4 / 3	4.3(D)	Complete legacy data must be migrated from Recruitment 1.0, with assessment, cleansing, conversion scripts, trial migration, reconciliation, and production migration. Remarks: Kindly provide the detailed migration inventory, including number of schemas, tables, views, procedures, triggers, DB links, BLOB/CLOB volume, NAS/file volume, document count, archival data, historical logs, and approximate record count for major transactional tables.	As per revised RFP
111	31-34	4 / 3	4.3(D)	The bidder must ensure completeness, reliability, and accuracy of migrated data and prepare comparative reports. Remarks: Please specify the migration acceptance criteria and permitted variance for record counts, financial transactions, documents, OTR profiles, applications, audit logs, and derived reports. Kindly confirm who will provide final migration validation and sign-off.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
112	33-34	4 / 3	4.3(D)	Legacy data may require cleansing or editing before migration where corresponding masters do not exist. Remarks: Please clarify who will own and approve correction of inaccurate, incomplete, duplicate, orphaned, or inconsistent legacy records. Will the recruiting agencies provide corrected values, or is the bidder expected to derive and update such values?	As per revised RFP
113	31-34, 40	4 / 3	4.3(D) and 4.10	Complete data migration is expected before Go-Live or as directed by the competent authority. Remarks: Please specify the allowed production cutover window, maximum acceptable downtime, number of trial migrations, expected rollback requirements, and whether a final delta migration will be permitted after the initial full data load.	As per revised RFP
114	31-34	4 / 3	4.3(D)	The bidder must develop and provide conversion scripts and maintain migration issue logs. Remarks: Please confirm whether the bidder will receive read-only or administrative access to the existing Oracle 12c production/staging databases and associated document repositories for profiling, script development, testing, and reconciliation.	As per revised RFP
115	35-36, 179-182	4 / 8	4.4 and Annexure V	Recruitment 2.0 must integrate with numerous State and Central platforms. Remarks: Kindly provide the current API inventory and integration documents for Raj SSO, Jan Aadhaar, Aadhaar, Raj e-Sign, Raj e-Vault, Raj SewaDwaar, Raj Masters, IFMS, RPP, e-Mitra, Pehchaan, DigiLocker, UDID, MORTH, e-Sanchar, and other identified systems.	As per revised RFP
116	35-36, 179-182	4 / 8	4.4 and Annexure V	Additional integrations may be required during implementation. Remarks: Please specify the number of integrations that bidders should consider for commercial estimation. Kindly confirm whether new integrations not listed in the RFP will be treated as part of the base scope or processed through the Change Request mechanism.	As per revised RFP
117	35, 41	4 / 3	4.3(E) and 4.10	External cloud-based AI services are not permitted, and all APIs and sensitive-data processing must be hosted within BSDC/RSDC. Remarks: Please provide the available AI/ML compute infrastructure at BSDC/RSDC, including CPU, GPU, RAM, storage, supported operating systems, container support, and approved ML frameworks. Please also clarify who will procure any additional GPU or specialized infrastructure.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
118	34-35, 166-167, 172-173	4 / 3 / 8	4.3(E), Annexure T(K) and T(R)	The solution requires facial matching, 1:1 and 1:N comparison, biometric verification, liveness detection, anti-spoofing, OCR, handwriting matching, and fraud detection. Remarks: Kindly define measurable acceptance criteria for face matching, biometric matching, liveness detection, OCR, handwriting verification, and fraud detection, including accuracy, FAR, FRR, FMR, FNMR, confidence thresholds, response time, and batch-processing throughput.	As per revised RFP
119	27, 172-173	4 / 3 / 8	4.3(A) and Annexure T(R)	Anti-spoofing authentication must be implemented in Recruitment 1.0 during FMS and subsequently incorporated into Recruitment 2.0. Remarks: Please clarify whether an existing approved anti-spoofing SDK is available. If not, please specify certification requirements, licensing model, supported platforms, expected transaction volume, and whether recurring SDK/API usage charges must be included for the complete contract period.	As per revised RFP
120	31, 166-167, 176-178	4 / 3 / 8	4.3(C), Annexure T(K), Annexure U	Mobile applications will support biometric capture, candidate verification, attendance, investigation, and examination-day reporting. Remarks: Please provide details of biometric devices and mobile/tablet hardware expected to be integrated, including make, model, RD service, operating-system versions, device ownership, device count, procurement responsibility, supported connectivity, and offline-processing requirements.	As per revised RFP
121	31, 38, 176-178	4 / 3 / 7 / 8	4.3(C), 4.7 and Annexure U	Mobile applications are required for Android and iOS, covering citizens, candidates, and recruiting agencies. Remarks: Please confirm whether separate native applications or a cross-platform application are acceptable. Kindly also clarify whether a single application with role-based functionality or separate applications for candidates and departments are expected.	As per revised RFP
122	31, 176-178	4 / 3 / 8	4.3(C) and Annexure U	Mobile functionality includes examination-centre activities that may occur under constrained network conditions. Remarks: Please clarify whether examination-day activities must support offline capture and later synchronization. If yes, please specify offline data volume, encryption, conflict resolution, device binding, retry rules, and maximum synchronization delay.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
123	35, 173	4 / 3 / 8	4.3(E) and Annexure T(R)	Blockchain-based tamper-proof storage is proposed for OTR, verified documents, applications, and recruitment records. Remarks: Please clarify whether blockchain implementation is mandatory. If mandatory, please specify the expected blockchain platform, permissioned network topology, node ownership, number of nodes, transaction volume, on-chain/off-chain data model, integration points, and acceptance criteria.	As per revised RFP
124	40, 44, 46	4	4.9, 4.13 and 4.15	Security Audit, VAPT, and source-code audit are assigned to the bidder, while another responsibility statement mentions facilitation or appointment of a security audit agency by RISL. Remarks: Kindly clarify who will appoint and pay the CERT-In empanelled agency for security audit, VAPT, source-code audit, and Safe-to-Host certification during development and the five-year O&M period.	As per revised RFP
125	27, 40, 44, 87	4 / 3 / 7	4.3(A), 4.9, 4.13 and 7.1	Security Audit, VAPT, and source-code audits are required at multiple stages and every alternate quarter. Remarks: Please confirm the expected number and frequency of audits for Recruitment 1.0 and Recruitment 2.0, and whether each application, mobile app, API, infrastructure component, and major release requires a separate audit and certificate.	As per revised RFP
126	40-41, 183-186	4 / 8	4.10 and Annexures W-X	Production deployment is at RSDC and requires server clusters, load balancing, redundancy, high availability, and DC/DR assessment. Remarks: Kindly provide the existing DC and DR architecture, RPO, RTO, replication mechanism, network bandwidth, load-balancer details, database HA facilities, DR drill frequency, and responsibility for configuring and testing disaster recovery.	As per RFP
127	40-41	4	4.10	The bidder must coordinate with the RSDC operator for software installation and configuration. Remarks: Please provide the deployment and access model at RSDC, including VPN availability, privileged-access process, deployment approval workflow, change window, internet restrictions, package-download restrictions, and turnaround time for infrastructure requests.	As per revised RFP
128	37-39	4 / 6 / 8	4.6 to 4.8	FRS, SRS, design, development, testing, UAT, and sign-offs involve RISL, RPSC, RSSB, and other stakeholders. Remarks: Please provide the module-wise authority responsible for requirement finalization, FRS/SRS approval, UAT sign-off, migration sign-off, security clearance, and Go-Live approval. Kindly specify the deemed-approval mechanism if comments or approvals are delayed.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
129	37	4 / 6	4.6	Functionalities in the annexures are indicative and may be modified, enhanced, or refined during the SDLC. Remarks: Please define the baseline against which scope change will be measured. Kindly confirm that requirements beyond the approved baseline FRS/SRS, or materially different from the indicative requirements, will be processed through the formal Change Request mechanism.	As per revised RFP
130	118-119	8	Annexure J	Helpdesk services require two seats operating in two shifts, seven days a week. Remarks: Please clarify the helpdesk service window, shift duration, expected annual call/email/ticket volume, language requirements, toll-free or telephone responsibility, telephony infrastructure, call recording, and whether staffing relief must be provided in addition to the two seats.	As per revised RFP
131	90-95	7 / 3	7.2 and 7.3	The portal must be available 24x7, with penalties for downtime and incident-resolution delays. Remarks: Please clarify the infrastructure/application responsibility split for SLA measurement. Kindly confirm that downtime attributable to RSDC infrastructure, network, third-party APIs, State platforms, or approved maintenance will be excluded from bidder SLA calculations.	As per revised RFP
132	173-174	8	Annexure T(R) and T(S)	Extensive audit and history fields are expected in all tables, including SSO ID, version number, IP, browser, OS, device, timestamp, sequence number, and request node. Remarks: Please clarify whether these fields are mandatory in every physical business table or whether a centralized immutable audit/event-log design is acceptable. Kindly specify online retention, archival period, search requirements, and expected log growth.	As per revised RFP
133	175	8	Annexure T(T)	Content must synchronize two ways between the centralized Recruitment Portal and departmental websites. Remarks: Please provide the number of departmental websites, their technology platforms, CMS details, existing APIs, synchronization frequency, conflict-resolution rules, source-of-truth definition, and responsibility for modifying departmental websites.	As per revised RFP
134	123	8	Annexure M	Technical proposal must include BOM for all software components, products and tools. Remarks: Please confirm whether bidder need to only provide the software components while the underlying Infrastructure including Server, Operating system, Storage capacity, Network, Security, Helpdesk solution , Kubernetes cluster will be provided by RISL/RSDC. Also, Kindly provide the current/approved infrastructure and software inventory to avoid duplication.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
135	147	8	Annexure S, 8(g)	DMS may use File Server, Newgen OmniDocs or IBM FileNet depending on availability at RSDC. Remarks: Please confirm which DMS platform and licenses are currently available, including version, capacity, APIs, environments and support. If no enterprise DMS is available, clarify whether the bidder must develop a custom DMS or supply third-party DMS licenses within the quoted price.	As per revised RFP
136	170	8	Annexure T(N)	Social media integration includes Facebook, LinkedIn, Twitter, Instagram and YouTube. Remarks: Please confirm that all official accounts, API credentials, approvals, paid API plans and content-approval workflows will be provided by RISL/RPSC/RSSB. Any platform policy/API change should be treated as an external dependency.	As per revised RFP
137	80	6	6.21. Limitation of Liability	Except in cases of gross negligence or willful misconduct: - a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement. Remarks: Except in cases of gross negligence or willful misconduct: - a) Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and b) The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed annual contract value ("ACV")the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement. 2. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser.	AS per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
138	81	6	6.24.(1) Termination for Default	The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two weeks' time to the Supplier, may terminate the Contract in whole or in part. Remarks: The Procuring Entity, without prejudice to any other remedy under the provisions of the Act, the Rules or for breach of Contract, by Notice of default giving two four weeks' time to the Supplier, may terminate the Contract in whole or in part. The Selected Bidder may terminate the Contract upon thirty (30) days' prior written notice for non-payment of any undisputed amount remaining overdue for more than thirty (30) days.	AS per RFP
139	82	6	6.24.(3) Termination for Convenience	The Contract may terminate, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective. Remarks: The Contract may terminate, in whole or in part, at any time for its convenience upon ninety (90) days' prior written notice to the Supplier/Selected Bidder. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated and the date upon which such termination becomes effective.	AS per RFP
140	81	6	6.24.(1) Consequeneces of Termination	If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods , Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for any additional costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity. Remarks: If Procuring Entity terminates the contract in whole or in part, amount of PSD may be forfeited solely to the extent of proven losses directly attributable to the Supplier's material breach and with the mutual discussuion. In the event the Procuring Entity terminates the Contract in whole or in part, by Termination for Default, the Procuring Entity may procure, upon such terms and in such manner as it deems appropriate, the Goods, Services and Works similar to those undelivered or not performed, and the Supplier shall be liable to the Procuring Entity for reasonable and demonstrable any additional direct costs for such Goods, Works or Related Services and such additional cost shall be recovered from the dues of the Supplier with the Procuring Entity subject to submission of supporting documents evidencing such costs.	AS per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
141	77	6	6.18. Sub-contracting	The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority. Remarks: The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority, which shall not be unreasonably withheld, conditioned, or delayed.	As per RFP
142	22	3	3.2. Selection Method	Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download Remarks: Request you to modify the criteria so that the eligible bidders can also participate being project requirement: Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download OR Experience of projects of software development that includes implmentation of Workflow.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
143	22	3	3.2. Selection Method	Work Completion Certificate from the client. Remarks: It is requested that the Purchaser allow bidders to submit a Chartered Accountant (CA) Certificate, duly certified and signed, containing the requisite project details wherever such information is not explicitly available in the customer-issued certificate. Further, we request that the provision for submission of a CA Certificate be made applicable to all project references cited under Section 3.2 (Technical Evaluation Criteria - TEC), to facilitate participation by eligible bidders whose customer certificates may not contain all the specific information sought in the tender. Justification: Customer-issued completion/experience certificates are generally issued in the customer's standard format and may not always capture all the details required under the tender, such as project value, scope break-up, timeline, number of users, transaction volumes, or other specific parameters. Since bidders have limited control over the format and contents of customer certificates, obtaining revised certificates from customers for historical projects can be challenging and time-consuming. Allowing a CA Certificate, supported by relevant project documents such as work orders, contracts, invoices, completion certificates, or client references, is a well-established industry practice and would enable the evaluation authority to verify the requisite project details without restricting participation of otherwise qualified and experienced bidders. This modification will enhance competition while ensuring that the intent of the eligibility and evaluation criteria is fully met.	As per revised RFP
144	21	3	3.1. Pre-qualification / eligibility criteria	5) Following points to be considered for point 2 & 4 of above table: a. The work order should be issued between 1st April 2021 to 31st Mar, 2026 Remarks: Request you to modify the criteria so that the eligible bidders can also participate being project requirement: 5) Following points to be considered for point 2 & 4 of above table: a. The work order/implementation should be issued between 1st April 2021 to 31st Mar, 2026	As per revised RFP
145	22	3	3.1. Pre-qualification / eligibility criteria	Experience of software development project on Micro Service Architecture. --- As per RFP---- Remarks: Request you to modify the criteria so that the eligible bidders can also participate being project requirement: Experience of software development project on Micro Service Architecture. = 1 Project - 5 marks >= 1 and <3 Projects - 8 Marks >=3 Projects - 10 marks	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
146	22	3	3.1. Pre-qualification / eligibility criteria	Presentation ** Remarks: We request the Purchaser to kindly provide the detailed evaluation parameters, sub-parameters, and corresponding marks/weightages for the Presentation/Demonstration stage of the bid evaluation process. It is requested that the marking methodology be clearly defined, including but not limited to: # Functional understanding of requirements # Proposed solution architecture and approach # Business process/workflow coverage # Technology stack and scalability # Security and compliance features # Project implementation methodology # Resource deployment and team competency # Innovation and value-added features # Maintenance and support approach # Overall presentation and demonstration effectiveness	As per revised RFP
147	22	3	3.1. Pre-qualification / eligibility criteria	Experience of software development projects with a. Document Scanning- OCR using AI and prepare meta data b. Photo matching using AI Remarks: Request you to modify the criteria so that the eligible bidders can also participate being project requirement: Experience of software development projects with a. Document Scanning- OCR using AI and prepare meta data b. Photo matching using AI c. AI/ML Data Model - 10 Marks	As per revised RFP
148	22	3.2	3	Recruitment cycles Remarks: Please define one recruitment cycle and confirm whether multiple posts/exams under one recruitment notification count separately. Please confirm whether cumulative cycles across multiple projects are allowed.	As per revised RFP
149	25	4.1	-	Recruitment 1.0 FMS plus Recruitment 2.0 development Remarks: Please provide complete inventory of applications, repositories, branches, build pipelines, environments, open defects, pending change requests, technical debt, third-party libraries, licences and current support volumes for Recruitment 1.0.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
150	27	4.3(A)	-	FMS and upgradation of Recruitment 1.0 Remarks: Please provide the average and peak monthly volume of recruitments, tickets, releases, reports/configurations and customizations expected during the 12-month FMS period.	As per revised RFP
151	27	4.3(A)	-	Anti-spoofing SDK in Recruitment 1.0 and 2.0 Remarks: Please confirm whether RISL will provide the approved anti-spoofing SDK and licences. If bidder-provided, specify accuracy, liveness, device, throughput, certification and on-premise deployment requirements and expected transaction volumes.	As per revised RFP
152	27	4.3(A)	-	Security audit, VAPT and source code audit every alternate quarter Remarks: Please confirm the number of applications/APIs/mobile apps and retest cycles per audit. Please clarify whether inherited vulnerabilities in Recruitment 1.0 will be baselined and excluded from bidder liability until remediated under an agreed plan.	As per revised RFP
153	29	4.3(B)	-	Mandatory microservices technologies and proposed stack Remarks: Please confirm whether the listed versions/products are mandatory or indicative and whether technically equivalent open-source/enterprise-supported products may be proposed.	As per revised RFP
154	30	4.3(B)	-	Kubernetes with Docker or VM if SDC restricts containers Remarks: Please provide RSDC/BSDC container platform, versions, cluster topology, DevSecOps toolchain, registry, service mesh, observability and support responsibility.	As per revised RFP
155	35	4.3(E)	-	No cloud AI APIs; all APIs within BSDC Remarks: Please provide available GPU/CPU infrastructure, approved AI/ML frameworks, model repository, MLOps facilities and sizing responsibility. Please confirm if bidder may deploy licensed third-party models/SDKs fully on-premise.	As per revised RFP
156	35	4.3(E)	-	AI fraud detection, OCR, handwriting and photo matching Remarks: Please define measurable acceptance criteria including accuracy, FAR/FRR, precision/recall, supported document types/languages, confidence thresholds, manual review and benchmark datasets.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
157	35	4.3(E)	B	Blockchain-based integrity Remarks: Please confirm whether blockchain is mandatory. If mandatory, provide use cases, platform preference, node/infrastructure ownership, transaction volumes, data to be stored on-chain/off-chain and acceptance criteria.	As per revised RFP
158	31	4.3(C)	-	iOS and Android on all marketed devices Remarks: Please define minimum supported OS/device matrix and clarify that support is limited to vendor-supported OS versions and devices available in India.	As per revised RFP
159	31	4.3(C)	1-4	Aadhaar biometric app Remarks: Please confirm AUA/Sub-AUA, RD service, biometric device certification, UIDAI permissions, device procurement, licence and transaction charges, and whether such costs will be borne by RISL.	As per revised RFP
160	31	4.3(D)	-	Complete migration from Recruitment 1.0 Remarks: Please provide schema/table count, record count, data volume by type, document/image volume, growth, data quality profile, retention policy, migration window and permissible downtime.	As per revised RFP
161	32	4.3(D)	-	Correctness of digitized records/data Remarks: Please confirm that source-data accuracy and business correction decisions remain with RISL/recruiting agencies, while bidder is responsible for transformation according to approved mapping and reconciliation rules.	As per revised RFP
162	35	4.4	-	Third-party integrations including any other as required Remarks: Please provide API specifications, sandbox access, authentication, rate limits, SLA, historical availability, certification process, test data and owner for every integration. Any new integration after approved SRS should be handled through change control.	As per revised RFP
163	36	4.5	5	Development environment may be bidder or SDC Remarks: Please issue an environment-responsibility matrix for development, test, staging, performance, training, production and DR, including compute, storage, licences, connectivity, security tools, backup and operations.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
164	37	4.6	-	Indicative functionalities may be modified/enhanced/refined Remarks: Please confirm that the signed-off FRS/SRS will establish the contractual scope baseline, and any net-new requirement thereafter will follow change control with schedule and price adjustment.	As per revised RFP
165	38	4.7	8	Bidder provides development/testing environments unless specifically RISL Remarks: Please confirm minimum sizing and whether all proprietary middleware/database/tool licences required to mirror production will be provided by RISL.	As per revised RFP
166	39	4.8	-	2 to 5 lakh simultaneous sessions Remarks: Please provide workload model including login mix, TPS, transactions, think time, data volume, response-time percentiles, test duration, network conditions, tooling and pass/fail criteria.	As per revised RFP
167	39	4.8	UAT	Rectification of issues/improvements/enhancements at no cost Remarks: Please limit no-cost UAT rectification to defects/non-conformities against approved FRS/SRS. Enhancements or changed requirements should use change control.	As per revised RFP
168	41	4.10	7-9	Module sign-off, go-live and commissioning Remarks: Please define objective entry/exit criteria and deemed sign-off timelines for each module. O&M for a module should commence upon that module's go-live rather than after complete solution commissioning.	As per revised RFP
169	42	4.11	-	Training in Jaipur/Ajmer and online/onsite at bidder cost Remarks: Please provide expected number of batches, trainees, locations, languages, training days and travel assumptions. Additional sessions beyond agreed plan should be change-controlled.	As per Revised RFP
170	43	4.13	2	Bug fixes, DB management and changes within timeframes finalized case-by-case Remarks: Please define severity, effort bands, included monthly capacity and governance. Requirements beyond agreed capacity or approved baseline should be chargeable.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
171	44	4.13	11	All performance recommendations incorporated at no extra cost Remarks: Please confirm that bidder is not liable for limitations of RISL-provided infrastructure, networks or third-party platforms and that recommendations requiring additional infrastructure are RISL responsibility.	As per RFP
172	45	4.14	8	Resources on holidays as required Remarks: Please define standard hours, on-call roster, support window, notice period and compensatory off. Planned surge support beyond roster should be separately payable.	As per revised RFP
173	75	6.9	b	Reasonably inferred services included Remarks: Please clarify that inferred services are limited to activities demonstrably necessary for approved deliverables and do not add modules, integrations, volumes, locations, licences or service levels.	AS per RFP
174	79	6.19	e	LD bands up to 10% Remarks: Please confirm LD applies only to value of the delayed milestone, is capped at 10% of that milestone and is the sole monetary remedy for delay, with no SLA/other penalty for the same event.	As per revised RFP
175	88	7.1 Notes	-	FMS 1.0 for one year or till 2.0 live Remarks: Please confirm maximum duration is 12 months. Any extension caused by customer/third-party delay should be paid at agreed quarterly FMS rates.	As per revised RFP
176	89	7.1.2	iv	Payment only after satisfaction/acceptance Remarks: Please define a 10-working-day review period, consolidated comments and deemed acceptance if no response. Undisputed invoice portions should be paid when due.	As per revised RFP
177	90	7.1.2	d	Payment generally within 90 days Remarks: Please amend payment term to 30 days from valid invoice and accepted milestone, with interest on delayed undisputed amounts as applicable.	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
178	92	7.3	i	Downtime slabs Remarks: Please define whether downtime is cumulative per quarter or per outage, whether each web/mobile component is measured separately, monitoring-tool precedence, partial outage rules and rounding.	As per revised RFP
179	93	7.3	ii	Absence: non-payment plus damages Remarks: Please confirm an approved equivalent substitute prevents both fee deduction and damages. Please clarify 4.5-leave allowance per named person or per position/seat.	As per revised RFP
180	93	7.3	iii	Three changes permissible Remarks: Please clarify whether three changes are allowed per resource position, per individual, per phase or across the entire project, and exclude death, medical incapacity, customer-requested replacement and resignation where equivalent replacement/KT is provided.	As per revised RFP
181	94	7.3	iv	Incident resolution penalty per day Remarks: Please specify calendar/business hours, response SLA, pause rules, part-day rounding, severity authority, duplicate tickets and mutually agreed extensions. Penalty should apply only after cure period and to bidder-attributable delay.	As per revised RFP
182	94	7.3	High/Medium/Low definitions	Government orders and changes included as incidents Remarks: Please remove new requirements, policy changes and enhancements from defect incident penalties and process them through change control or an agreed enhancement capacity.	As per revised RFP
183	98	7.5	h	Only architecture/database new table qualifies as CR Remarks: Please amend so any requirement beyond approved baseline, including new process, integration, report, regulatory or volume-driven change, qualifies for impact assessment and change control.	As per revised RFP
184	107	Annexure F.1	Note 3	All tools included and no additional claim Remarks: Please provide transaction/volume assumptions for AI, biometric, anti-spoofing, OCR, messaging, audits, DMS/storage and mobile services, with price adjustment for material volume or policy changes.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
185	118	Annexure J	-	Minimum resources and two-shift 7-day helpdesk Remarks: Please define shift hours, weekly-off pattern, seat meaning, call volumes, language, telephony/toll-free responsibility, service levels and infrastructure at Jaipur/Ajmer.	As per revised RFP
186	123	Annexure M	-	BOM for all software components/products/tools Remarks: Please confirm whether open-source components are allowed and specify required enterprise support and its coverage, approved licences and vulnerability/SBOM standards.	As per revised RFP
187	175	Annexure T	T	Two-way synchronization with department websites Remarks: Please provide the number, technology, ownership and API readiness of department websites and define source-of-truth, conflict handling and synchronization SLA.	As per revised RFP
188	37	4.6	-	RPSC and RSSB sign-off Remarks: Please define a single consolidated authority, review timelines, deemed acceptance and conflict-resolution process if RPSC/RSSB comments differ or are delayed. Remarks: Please define a single consolidated authority, review timelines, deemed acceptance and conflict-resolution process if RPSC/RSSB comments differ or are delayed.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
189	22	3.2	Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download	With reference to the above RFP, we request the Committee to kindly consider the following amendment to the Relevant Experience clause under Technical Eligibility Criteria. The revision is intended to remove ambiguity, widen genuine competition among capable bidders, and still ensure that the selected bidder has proven experience in large-scale, similar projects. The bidder should have successfully completed / be executing, in the last five (5) financial years (FY 2021-22 to FY 2025-26) in India, projects of application software development, implementation and associated support & maintenance (FMS) for Central Government / State Government / PSUs / Statutory or Autonomous Bodies / Universities / BFSI entities, of the following value (as per the individual contract value, excluding taxes): i. One (1) project of value not less than Rs. 12 Crore; OR ii. Two (2) projects of value not less than Rs. 8 Crore each; OR iii. Three (3) projects of value not less than Rs. 6 Crore each. All quoted projects together should have 3 or more areas of work successfully completed: a) Recruitment cycle (Filling of exam form / Admit Card (system generated) Download / Result View & Download) with atleast 50 cycles b) HRMS system along with ESS & MSS (time management, claim management etc) c) Mobile application that involves pendency dashboard and approval workflows d) Facility management / contract management services that involves work order issuance to payment integrated workflow e) MIS f) Workflow development integrated with atleast 3 G2G services g) Document management system	As per revised RFP
190				With reference to the RFP clause, as "Experience of software development project on Micro Service Architecture / Service-Oriented architecture". We cannot prove with work completion certificate as asked in evidence. Evidence: "Work order / contract agreement / certification from client / CA Certificate"	As per revised RFP
191				RFP TQ clause as "Number of registered users on any citizen-centric project" Hope this is not referring to recruitment related projects other Successfully project in Central Government / State Government / PSUs / Statutory or Autonomous Bodies / Universities / BFSI / Banking/ ".	As per revised RFP
192	19	3.1 – Pre-qualification / eligibility criteria, Point No. 4 - Technical Capability	The bidder should have experience of completed application software development and its completed / ongoing support and maintenance (FMS) with Central Government / State Government / PSUs / BFSI in last five (5) years (i.e. 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26) in India comprising minimum of: One (1) project of value not less than 12 Crores OR Two (2) projects of value not less than 15 Crores OR Three (3) projects of value not less than 18 Crores.	We request the Authority to kindly revise the supporting document requirements as follows: Project Reference Format as per Annexure-8.1 AND Work Order along with Work Completion Certificate issued by the client / Self-Certificate duly certified by CA indicating the project status and payment details / CA Certificate indicating the value of payment received against the Work Order(s).	As per revised RFP
193	22	3.2 – Selection Method, Point No. 2	Experience of software development projects with: (a) Document Scanning – OCR using AI and prepare metadata; (b) Photo matching using AI.	We request the Authority to kindly amend the criterion and consider experience in software development projects demonstrating capabilities for handling large-scale data/application volumes, including application submission and associated workflows. It is requested that the marking criteria may be revised as follows: = 20 Lacs Applications = 5 Marks; > 20 Lacs Applications = 10 Marks. Also, the supporting documents required should include the relevant screenshots of the project/application.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
194	22	3.2 – Selection Method, Point No. 3	Experience of projects of software development that includes end-to-end execution of recruitment cycle including: (a) Filling of exam form; (b) Admit Card (system generated) Download; (c) Result View & Download. Marks based on >=150 cycles: 20 Marks , >=100 and <150 cycles: 15 Marks >=50 and <100 cycles:10 Marks.	We request the Authority to kindly clarify the definition of a “recruitment cycle” for the purpose of evaluation under this criterion. Further, considering the scale and nature of recruitment projects, we request that the number of recruitment cycles required for scoring may kindly be rationalized as follows: >=30 Cycles = 20 Marks; >=20 to <30 Cycles = 15 Marks; >=10 to <20 Cycles = 10 Marks. Also, the supporting documents required should include the relevant screenshots of the project/application.	As per revised RFP
195	22	3.2 – Selection Method, Point No. 4	Experience of software development project on Micro Service Architecture: >6 projects :10 Marks; >=4 to 6 projects : 8 Marks ; >=1 to 3 projects: 05 Marks.	We request the Authority to kindly rationalize the marking criteria for experience in software development projects based on Microservices Architecture and amend the criterion as follows: >=3 projects = 10 Marks. Also, the supporting document should include Work Completion/Phase completion certificate from client along with supporting doc to showcase whether the application is MicroService based.	As per revised RFP
196	22	3.2 – Selection Method, Point No. 5	Number of registered users on the project: >=60 lac : 20 Marks; >=30 and <60 lac : 15 Marks; >=10 and <30 lac : 10 Marks.	We request the Authority to kindly rationalize the marking criteria pertaining to the number of registered users handled under a project. It is further requested to reduce the minimum number of registered users required under a single project and allow bidders to submit experience from up to three (3) projects, wherein the cumulative number of registered users across such projects is 60 lakh or more, for evaluation and award of marks under this criterion.	As per revised RFP
197	93	ii. Penalty for non-availability of deployed resources/manpower	A maximum of 18 leaves per year (4.5 per quarter on prorate basis) shall be allowed for resource deployed. In case total number of leaves exceeds the maximum allowed leaves, payment shall not be made for the period of unavailability and additional damages shall be levied as prescribed.	We request the Authority to kindly relax the penalty provision in cases where a resource avails leave beyond the maximum permissible annual leave due to unavoidable circumstances/emergencies, provided such leave has been duly applied for and approved through the prescribed channel by the concerned OIC.	As per revised RFP
198	93	iii. Penalty for attrition of key resources during the project duration	SI shall ensure that key personnel involved in operation and maintenance of the Recruitment 2.0 software solution are designated to the project for the entire duration. In case any key person has to leave the project, only 3 changes are permissible during development and O&M phase, beyond which prescribed penalties shall apply.	We request the Authority to kindly relax the penalty provision relating to attrition/replacement of key personnel beyond the permissible number of changes. Considering the five-year O&M duration and normal dynamics of resource movement in the IT industry, replacement beyond the stipulated number may be permitted without penalty, provided the outgoing resource is replaced with a resource having equivalent or higher qualifications and experience, due approval is obtained, proper knowledge transfer/handover is ensured, and project continuity is not adversely affected.	As per revised RFP
199	93	iv. Penalty on Incidents	Penalty for incidents like defect/bug fixing during FMS shall be as prescribed in the RFP.	We request the Authority to kindly review and rationalize the penalty amounts prescribed for delay in resolution of incidents/defects/bugs during the FMS period, as the stipulated penalties are considerably high. It is requested that the penalty amounts may be suitably reduced and made proportionate to the severity, impact and duration of the respective incident.	As per revised RFP
200	30	Proposed Technology Platform for Recruitment 2.0	Language / Runtime: Java 21 LTS (virtual threads for high concurrency). Database: PostgreSQL 16 with partitioning and read replicas.	We request the Authority to kindly allow bidders to propose equivalent industry-standard technology stacks, including other suitable technologies such as .NET Core and MS SQL Server, in addition to the technologies specified in the RFP, subject to meeting the required functional, performance, scalability, security and interoperability requirements of Recruitment 2.0.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
201	18–19	Clause 3.1 – S. No. 4: Technical Capability (Type of client for PQ)	Experience with Central Government / State Government / PSUs / BFSI.	Many government software projects are executed for Constitutional Bodies, Statutory Bodies and Societies / Institutions registered under or controlled by Central / State Government or the Armed Forces. It is not clear whether these qualify as Central / State Government clients for pre-qualification. Remarks: We request confirmation that projects executed for Constitutional Bodies, Statutory Bodies, Autonomous Bodies, Public Service Commissions, Staff Selection Boards/Commissions, and Societies / Institutions registered under or controlled by Central / State Government or Armed Forces shall be considered as Central / State Government projects for PQ (Clause 3.1, S. No. 4) as well as technical evaluation.	As per revised RFP
202	19	3.1 PQ (4) – Technical Capability (Project Value)	Minimum of One (1) project of value not less than 12 Crores OR Two (2) projects of value not less than 15 Crores OR Three (3) projects of value not less than 18 Crores.	It is unclear whether values for 2 and 3 projects are per project or cumulative. Remarks: Kindly clarify whether the values for Two (2) and Three (3) projects are to be met by each project individually or cumulatively.	As per revised RFP
203	21	Clause 3.1 – Note 5: Points to be considered for point 2 & 4	Work order should be issued between 1st April 2021 to 31st Mar 2026; should cover all phases of SDLC; certain projects (COTS customization, only FMS, etc.) will not be considered.	Note 5 refers to point 2 (Turnover) as well as point 4 (Technical Capability). Work-order conditions are not applicable to turnover, which is certified by the Statutory Auditor at entity level. This may lead to exclusion of FMS revenue from turnover. Remarks: We request confirmation that Note 5 is applicable only to point 4, and that revenue from support & maintenance (FMS) of application software shall be included in turnover under point 2.	As per revised RFP
204	22	Clause 3.2 – S. No. 1: Bidder's Average Turnover (Marking slabs)	≥100 Cr – 10 marks; ≥75 and <100 Cr – 8 marks; ≥50 and <75 Cr – 5 marks.	The estimated procurement cost of the project is INR 17 Crores and the PQ turnover requirement is INR 50 Crores. Requiring INR 100 Crores (about 6 times the project value) for full marks is disproportionate to the project size. Remarks: We request revision of the slabs to: ≥60 Cr – 10 marks; ≥50 and <60 Cr – 8 marks. Alternatively, we request that the total turnover from IT/ITeS services be considered for technical marking (instead of only application software development and FMS).	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
205	22	Clause 3.2 – S. No. 2: Experience of AI-based Document Scanning (OCR) and Photo Matching	(a) Document Scanning – OCR using AI and prepare meta data; (b) Photo matching using AI. a and b both – 10 marks; a or b – 5 marks.	A bidder with proven AI experience in either area receives only half the marks. It is also unclear whether (a) and (b) may be demonstrated through separate projects, whether AI modules within a larger application qualify, which AI technologies qualify under (a) and (b), and what evidence is acceptable where client certificates do not detail technical features. Remarks: We request RISL to award full 10 marks for experience in either (a) or (b), or alternatively revise marking to: (a) or (b) – 7 marks; both – 10 marks. We also request confirmation that: (i) (a) and (b) may be demonstrated through separate projects; (ii) projects where AI/OCR/photo matching is a module of a larger application shall qualify; (iii) AI/ML-based OCR / ICR / handwriting recognition shall be considered under (a); (iv) AI-based face recognition / facial biometric matching / face de-duplication shall be considered under (b); (v) ongoing projects with Go-Live / partial completion certificate shall be accepted; and (vi) a self-certificate by the authorised signatory with supporting documents shall be accepted where client certificates do not detail technical features.	As per revised RFP
206	22–23	Clause 3.2 – S. No. 2, 3, 4 & 5: Supporting Documents	Supporting document for technical evaluation: Work Completion Certificate from the client.	The PQ criterion (Clause 3.1, S. No. 4) accepts completed / ongoing FMS and partial work completion certificates, and the Note on p. 196 includes Upgradation / Customization, Implementation and Maintenance of existing projects within software development projects. Technical evaluation, however, asks only for a Work Completion Certificate, which is inconsistent. Remarks: We request that, for consistency, ongoing projects with Work Order + Go-Live Certificate / Partial Completion Certificate / Satisfactory Performance Certificate from the client be accepted for all technical evaluation parameters (S. No. 2, 3, 4 and 5).	As per revised RFP
207	22	Clause 3.2 – S. No. 3: Experience of end-to-end recruitment cycles (Marking slabs)	≥150 cycles – 20 marks; ≥100 and <150 cycles – 15 marks; ≥50 and <100 cycles – 10 marks.	As per Clause 4 (Data Metrics, p. 28), the existing State Recruitment Portal of Rajasthan itself has conducted approximately 290 recruitments in total. A threshold of 150 cycles for full marks (and 50 cycles for minimum marks) is disproportionate and would effectively limit competition to very few bidders. Remarks: We request revision of the marking slabs as follows: ≥50 cycles – 20 marks; ≥25 and <50 cycles – 15 marks; ≥10 and <25 cycles – 10 marks. Alternatively, we request that an additional slab of ≥20 and <50 cycles – 5 marks be introduced.	As per revised RFP
208	22	Clause 3.2 – S. No. 3: Definition of "Recruitment Cycle"	Experience of projects of software development that includes end-to-end execution of recruitment cycle including (a) Filling of exam form, (b) Admit Card (system generated) Download, (c) Result View & Download.	The RFP does not define what constitutes one "recruitment cycle". In practice, a single advertisement may cover multiple posts, and a single recruitment may include multiple examination stages, each with its own exam form, admit card and result. Without a definition, counting may be inconsistent across bidders. Remarks: We request RISL to confirm that: (i) each advertisement / notification / post / examination shall be counted as a separate cycle; and (ii) each examination stage (e.g. Preliminary, Mains, Skill Test) having its own exam form / admit card / result shall be counted as a separate cycle.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
209	22	Clause 3.2 – S. No. 3: Scope of eligible cycles	Experience of projects of software development that includes end-to-end execution of recruitment cycle.	Entrance, certification, eligibility and competitive examinations follow the same online process (exam form, system-generated admit card, result) and use identical technology as recruitment examinations. Also, many such projects are ongoing, with numerous cycles already completed. Remarks: We request that examination cycles conducted for entrance, certification, eligibility and competitive examinations be considered, wherever the cycle includes online exam form filling, system-generated admit card download and result view/download. We further request that ongoing projects be considered, with a client certificate stating the number of cycles successfully completed till the date of bid submission.	As per revised RFP
210	22	Clause 3.2 – S. No. 4: Experience of software development on Micro Service Architecture	Experience of software development projects on Micro Service Architecture: >6 projects – 10 marks; ≥4 to 6 projects – 8 marks; ≥1 to 3 projects – 5 marks. Supporting document: Work Completion Certificate from the client.	Client completion certificates usually do not mention application architecture, so bidders may be unable to evidence microservices experience. Also, the slab boundaries (>6 / ≥4 to 6) are not aligned with the convention (≥) used in other evaluation parameters. Remarks: We request that a self-certificate by the authorised signatory/CTO, supported by an architecture document, be accepted along with the work order, and that ongoing projects be considered. We also request RISL to revise the slabs to ">6 projects" – 10 marks and "≥4 to <6 projects" – 8 marks.	As per revised RFP
211	22	Clause 3.2 – S. No. 5: Number of registered users on the project	≥60 lac – 20 marks; ≥30 and <60 lac – 15 marks; ≥10 and <30 lac – 10 marks. Supporting document: Certificate from the client.	60 lakh users equals the entire registered OTR base of the existing Rajasthan portal (p. 28). It is unclear whether users across multiple projects can be combined. Also, clients generally do not issue separate certificates for user counts, which may make this parameter difficult to evidence. Remarks: We request RISL to consider the cumulative number of registered users across multiple projects executed by the bidder. We request that client MIS report / publicly available dashboard / work order or completion certificate stating user base / certificate from the Statutory Auditor or the bidder's authorized signatory be accepted as valid evidence. Alternatively, we request revision of the slabs to: ≥25 lac – 20 marks; ≥15 and <25 lac – 15 marks; ≥5 and <15 lac – 10 marks.	As per revised RFP
212	22	3.2 Technical Evaluation – S.No. 6 (Presentation)	Presentation: 30 marks.	30 marks for the presentation have no defined sub-criteria, making evaluation subjective. Remarks: Publish the detailed sub-criteria and marks break-up (e.g. understanding, solution architecture, methodology, data migration strategy, project plan, team).	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
213	23	3.2 Note (ii)	In Point No. 2, 3, 4 and 5, experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	The PQ considers the last five years while technical evaluation considers the last seven financial years, and the exact period for technical evaluation is not specified. Remarks: Kindly specify the exact period (start and end dates) of the seven financial years to be considered for technical evaluation.	As per RFP
214	27	4.3 A – FMS of Recruitment 1.0 (Anti-Spoofing)	The Bidder shall develop and implement candidate authentication in Recruitment 1.0 during the FMS period using an Anti-Spoofing SDK.	The functional scope, device responsibility and SDK licensing model are not defined. New development in a legacy monolithic application adds risk and cost. Remarks: Specify stages of authentication, candidate volumes, device responsibility and the expected licence model (perpetual / per transaction / per user). Limit new development in 1.0 or treat it as a Change Request.	As per revised RFP
215	27, 44, 46	4.3 A; 4.9; 4.13 (10); 4.15 (1)(e) – Security Audit & VAPT	Selected Bidder shall get Security Audit, VAPT and Source Code Audit done from CERT-In empanelled vendors at its own cost in every alternate quarter. Clause 4.15(1)(e) states RISL will facilitate appointment of agency for Security Audit and VAPT.	Clause 4.15(1)(e) says RISL will facilitate appointment of the audit agency, which contradicts the bidder bearing the cost. Recurring audits over ~6 years are an unquantified cost. Remarks: RISL to appoint and pay the audit agency. If the cost stays with the bidder, specify the number of audits and their coverage (1.0, 2.0, mobile app), and limit routine audits to once a year plus major releases.	As per revised RFP
216	28	4.3 A – Existing System Details & Knowledge Transfer	Existing portal: >60 lakh OTR, >20 departments, >290 recruitments, DB size >10 TB; two application stacks.	No information is given on the size of the existing codebase, documentation, source code availability, or knowledge transfer from the existing vendor. Remarks: Share the number of modules, screens, reports and APIs and the codebase size. Share existing documentation (SRS/FRS, DB schema). Confirm handover of complete 1.0 source code. Define the incumbent's KT plan, duration and obligations. Share current RSDC infrastructure details for both stacks.	As per revised RFP
217	29	4.3 A - FMS OF RECRUITMENT 1.0 PROJECT	DB size (for recruitment portal): More than 10 TB	The RFP indicates that the Recruitment 1.0 database size is more than 10 TB. This is a significantly large data volume for a recruitment application, and it is not clear whether this figure represents only the live transactional database or also includes documents, scanned images, photographs, biometric data, and other associated data. The actual data composition and growth rate are also important for sizing the Recruitment 2.0 architecture, storage, migration and performance requirements. Remarks: Kindly provide a break-up of the stated >10 TB data volume across transactional database, documents/images, biometric data, logs, audit data, backups and archives, along with the current data size, annual growth rate and expected data volume for the next 5 years.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
218	30	4.3 B – Proposed Technology Platform	Java 21, PostgreSQL 16, React 18, Redis 7.x, Apache Kafka, NAS + CDN, Kubernetes with Docker (or VM-based if SDC restricts containers).	Responsibility for hardware, OS, database, container platform, NAS/CDN and enterprise support licences is not defined. Kubernetes support at RSDC is uncertain. Remarks: Confirm that all infrastructure and enterprise licences (PostgreSQL, Kafka, Redis, Kubernetes), if required any, will be provided by RISL/RSDC. Confirm Kubernetes support at RSDC. Revise SLAs and scalability expectations if a VM-based deployment is mandated.	As per revised RFP
219	31-34	4.3 D – Data Migration	Complete data migration from Recruitment 1.0 including data assessment, data cleaning, conversion scripts, trial migration and data migration; manual data entry by Recruitment Agency.	The number of tables, whether documents/images are to be migrated, responsibility for correcting source data, coverage of both application stacks and the cut-over window are not defined. Remarks: Share the number of schemas/tables. Clarify whether documents/images are to be migrated or will remain in place. Make the recruiting agency responsible for correcting source data errors. Confirm whether migration of both application stacks is in scope. Define the downtime window for final cut-over.	As per revised RFP
220	31, 178	4.3 C; Annexure U – Mobile App Biometric Authentication	Aadhaar biometric authentication (face and finger) and biometric matching at exam day, physical examination, interview and scrutiny.	Responsibility for AUA/KUA access and biometric devices at exam centres is unclear, as are the volumes to be supported. Remarks: RISL/RPSC to provide AUA/KUA access and RD-compliant biometric devices, mobiles and tablets at exam centres. Share the approximate number of centres/devices and concurrent authentications.	As per revised RFP
221	35	4.3 E – AI & Automation Features / No Cloud AI	RISL does not recommend cloud-based AI APIs (Azure, Google Cloud, AWS etc.). The bidder shall develop all APIs and deploy them within BSDC. Sensitive data to be processed and stored within BSDC.	The RFP requires development and on-premise deployment of AI capabilities within BSDC without the use of cloud AI services, including 1:N face matching across 60+ lakh records, AI-based OCR, handwriting matching and document forgery detection. Development, training, validation, testing and deployment of custom AI/ML models is a very large, standalone activity. It requires specialised AI/ML resources, large labelled training datasets, GPU-based training and inference infrastructure, and continuous model tuning. The effort for this would be greater than the effort for developing the Recruitment 2.0 portal itself, and cannot be reasonably estimated or delivered within the current scope, timeline and budget. GPU compute and accuracy benchmarks are also not specified, and 'BSDC' and 'RSDC' are used inconsistently. Remarks: We request RISL to arrange and provide the AI system required for this project (AI engines/platform for face recognition, OCR, handwriting matching and document forgery detection, along with the required GPU/compute infrastructure at the State Data Centre), either through its own procurement or through existing State platforms. The bidder's scope should be limited to integrating Recruitment 2.0 with the AI system provided by RISL through standard APIs. Alternatively, we request that development, training, validation and deployment of custom AI/ML models be treated as out of scope of this RFP, and be taken up as a separate project/procurement. If RISL still requires AI capabilities to be delivered within this scope, we request that: (i) licensed on-premise OEM AI engines/SDKs be permitted in place of custom model development; (ii) GPU/compute infrastructure be provided by RISL at the State Data Centre; (iii) accuracy benchmarks (e.g. FAR/FRR) and acceptance criteria be defined; and (iv) the estimated cost and timeline be revised accordingly. Please also clarify whether BSDC and RSDC refer to the same data centre.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
222	35	4.3 E (B) – Blockchain-Based Recruitment Integrity	Blockchain technology for tamper-proof storage of OTR details, verified documents and recruitment records; tamper-proof applications.	The blockchain platform, number of nodes, hosting and scope (full data vs hash anchoring) are undefined. Remarks: Specify the platform (e.g. permissioned/Hyperledger), number of nodes and hosting responsibility, and use an existing State blockchain platform if available. Limit scope to hash anchoring of records.	As per revised RFP
223	36, 38	4.5 (5); 4.7 (8) – Development & Test Environment	The bidder shall provide and maintain dedicated Development and Testing Environments; the bidder will create a Test Server of its own.	Hosting development and test environments with sensitive candidate data (Aadhaar, biometrics) on bidder infrastructure raises data security concerns and cost. Remarks: RISL to provide development, test and staging environments at the State Data Centre. Allow masked production data to be used for testing.	As per revised RFP
224	37	4.6 – Preparation of SRS / FRS (Indicative Scope)	The functionalities mentioned in annexures are indicative in nature and may be modified, enhanced or refined based on the requirements identified at the time of software development life cycle.	The functionalities are 'indicative' and may change during the SDLC, so the scope is open-ended and cannot be costed accurately. Remarks: Freeze scope on sign-off of SRS/FRS. Treat functionality beyond the approved SRS/FRS as a Change Request payable at man-month rates.	As per revised RFP
225	37, 39	4.6; 4.8 – Sign-off by RPSC & RSSB	SI shall obtain sign-off of FRS and SRS, and UAT approval, from the designated authority of RPSC & RSSB on their respective modules.	No review timelines are defined for sign-offs by RPSC and RSSB. Delays on their side could lead to LD for the bidder. Remarks: Set a review period of 15 working days, after which the deliverable is deemed accepted. Exclude delays in sign-off, information or approvals by RISL/RPSC/RSSB from the timeline and from LD.	As per revised RFP
226	39	4.8 – Load & Performance Testing	Formal load testing using historical traffic data; peak concurrent users during admit card download: 2 to 5 lakh simultaneous sessions.	Tools and infrastructure for load testing 2-5 lakh concurrent sessions are not specified, and performance depends on RSDC infrastructure outside the bidder's control. Remarks: RISL to provide load testing tools and infrastructure. Make performance SLAs subject to infrastructure being provisioned as per the bidder's sizing recommendations.	As per revised RFP
227	42	4.11 – Training & Capacity Building	Physical training in Jaipur & Ajmer, online training, training videos on YouTube channel, batch size of about 25 trainees.	The number of trainees and sessions is not specified, so training cannot be costed. Remarks: Share the approximate number of users to be trained per role and the expected number of sessions/batches.	As per revised RFP
228	43	4.13 (4) – Third-Party Tools / Subscriptions	Subscription for any tool/software deployed for the project shall be taken in the name of RISL.	Responsibility for the cost of third-party tools/software subscriptions is unclear. Remarks: RISL to bear the cost of third-party tools/subscriptions (other than the anti-spoofing SDK), or provide an indicative list of tools to be included in the quote.	As per revised RFP

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229	46	4.15 (3)(b) – Responsibilities of Selected Bidder	To provide computing infrastructure (desktop, laptop, printer, scanner, attendance system, camera, mobile device, TAB etc.) to all deployed team members.	The clause could be read to include devices at exam centres, interview venues or agency offices. Remarks: Limit the obligation to devices used by the bidder's own team.	As per revised RFP
230	62	5.28 – Right to Vary Quantity	Additional quantities up to 50% of the value of goods or services of the original contract.	It is unclear how additional quantities of up to 50% apply to a lump-sum contract. Remarks: Price additional quantities at the man-month rate and grant a proportionate timeline extension.	As per RFP
231	80	6.21 – Limitation of Liability	The aggregate liability of the selected bidder shall not exceed the amount specified in the Contract.	The cap on the bidder's aggregate liability is not specified in the RFP. Remarks: Cap aggregate liability at the total contract value or payments received in the preceding 12 months, whichever is lower.	As per revised RFP
232	82	6.24 (3) – Termination for Convenience	Depending on merits, the supplier may be compensated on mutually agreed terms for the loss incurred.	Compensation on termination for convenience is left to mutual agreement. Remarks: Pay for all completed work and submitted deliverables up to the termination date, plus reasonable demobilisation costs.	AS per RFP
233	86-89	7.1 (d); 7.1.1 – Phases, Project Duration & Milestones	Development categorised into Phase I (50%), Phase II (40%) and Phase III (10%); 12 months for FMS of Recruitment 1.0 and design & development of existing and new modules.	The proposed 12-month development period for Recruitment 2.0 appears restrictive considering the breadth and complexity of the scope, including migration/evolution from Recruitment 1.0, multiple recruitment and examination workflows, extensive third-party integrations, AI-enabled capabilities, microservices-based architecture, security/compliance requirements, performance/scalability testing, UAT and phased go-live activities. In addition, no phase-wise timelines or LD computation basis per phase are defined. Remarks: Considering the overall scope and dependencies involved, we request that the Recruitment 2.0 development and implementation timeline be extended from 12 months to 22 months, with phase-wise milestones and go-live timelines (e.g. Phase I – parity with Recruitment 1.0 – within 12 months; Phase II and Phase III within 22 months from the date of work order). We also request that the LD computation basis be defined separately for each phase.	As per revised RFP
234	87	7.1 (e) S.No. 2 – Payment for Design & Development	80% of the phase weightage on Go-Live of each phase; remaining 20% of development cost in 4 equal instalments in Year One of FMS.	No payment until go-live of an entire phase creates a severe cash-flow burden. Remarks: Milestone payments: SRS/FRS sign-off 10%, UAT sign-off 20%, Go-Live 50%, post-Go-Live stabilisation 20%. Allow module-wise go-live and payment within each phase.	As per revised RFP

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235	87-88	7.1 Notes – FMS of Recruitment 1.0 Period	The selected bidder will perform FMS of Recruitment 1.0 for one year or till Recruitment 2.0 is made live.	Payment for 1.0 FMS is unclear if 2.0 goes live early, is delayed for reasons not attributable to the bidder, or goes live in phases. Remarks: Pay pro-rata if 2.0 goes live early. Extend 1.0 FMS at the quoted quarterly rate if 2.0 is delayed for reasons not attributable to the bidder. Continue 1.0 FMS for modules not yet migrated.	As per revised RFP
236	90	7.1.2 (d) – Payment Timeline	Due payments shall be made generally within ninety (90) days after submission of an invoice.	A 90-day payment period strains cash flow over a long engagement. Remarks: Release payments within 30 days of submission of invoice and approved deliverables.	As per RFP
237	92	7.3 (i) – Penalty for Downtime	Penalty from 1% to 10% of applicable quarterly FMS payment, calculated for each case of outage (as reported by RSDC).	A penalty of up to 10% applies per outage, and outages caused by RSDC or third-party systems may be counted against the bidder. Remarks: Compute downtime penalties on cumulative quarterly uptime (e.g. 99.5%). Exclude downtime attributable to RSDC infrastructure, network, power, SSO or other third-party systems, in line with the 'Dependencies' clause in 7.2.1.	As per revised RFP
238	93	7.3 (ii) & (iii) – Leave & Attrition Penalty	Maximum 18 leaves per year; attrition penalties from Rs 50,000 to Rs 2,00,000 per attrition, with 3 changes permissible during development and O&M phases.	Only 3 permissible changes over a 6-year engagement is restrictive, and penalties may apply to unavoidable exits. Remarks: Exclude resignation, medical reasons and RISL-requested replacements from attrition penalties. Exclude statutory/public holidays from the leave count. Apply permissible changes per resource per year.	As per revised RFP
239	94	7.3 (iv) – Penalty on Incidents	High: Rs 20,000/day; Medium: Rs 15,000/day; Low: Rs 10,000/day per incident. Low level includes functionality enhancements, new fields, new report columns etc.	Enhancements (new fields, reports) are treated as incidents with daily penalties. 'Compliance with GoR orders' is listed under all three severity levels. Incident penalties are uncapped. Remarks: Exclude enhancements from incident SLAs and handle them through planned releases with agreed timelines. Clarify the category for GoR compliance requirements. Cap incident penalties per quarter.	As per revised RFP
240	96	7.3 Key Considerations (10) & (11) – Penalty Cap	Maximum penalty per quarter will be as per actuals as per the SLA. If penalties exceed 10% of the quarterly invoice in three consecutive quarters, a notice for termination may be issued.	There is no cap on penalties per quarter or over the contract. Remarks: Cap SLA penalties at 10% of the quarterly FMS payment, and LD plus penalties at 10% of total contract value.	As per RFP

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241	97-98	7.5 (c) & (h) – Change Requests	Only architectural changes for application and database (addition of new table structure) shall be considered as CR; all other changes are part of O&M tasks. Quoted man-month rate shall be used for cost estimation.	Only new-table changes count as Change Requests, so new modules could be demanded free. Clauses 4.5(7), 7.1.2 and 7.5 refer to a quoted man-month rate, but the financial bid format has no such line. Remarks: Treat new modules/functionality beyond the approved SRS/FRS as Change Requests irrespective of new tables. Add a man-month rate line to the BoQ (not for evaluation) or clarify how the rate will be derived.	As per revised RFP
242	98	7.7 – DPDP (Digital Personal Data Protection)	Penalties imposed on the data fiduciary (purchaser) due to negligence or omission of the data processor (selected bidder) shall be recovered from the selected bidder.	Recovery of DPDP penalties is open-ended and may cover breaches from infrastructure or systems managed by RISL. Remarks: Limit recovery to breaches solely attributable to the bidder's proven negligence, subject to the overall liability cap. Exclude breaches arising from infrastructure or third-party systems.	As per revised RFP
243	98	7.6 – Local Office	Selected bidder has to establish a local office in Jaipur; resources to carry out development and FMS tasks from the local office until RISL asks for change of seating location.	It is unclear whether the entire team must sit in Jaipur, and who provides infrastructure when the team sits at RISL. Remarks: Allow the development team beyond the Annexure J minimum to work from the bidder's offsite development centre. RISL to provide seating, connectivity and infrastructure when resources sit at RISL premises.	As per revised RFP
244	99	7.8 – Rajasthan Public Examination (Measures for Prevention of Unfair Means in Recruitment) Act, 2022	The Selected Bidder shall ensure compliance with the Act.	The bidder's obligations under the Act are undefined, which carries potential criminal liability exposure. Remarks: Specify the bidder's obligations under the Act for this project. Exclude liability for acts of recruiting agency staff, exam centre personnel or other third parties.	As per revised RFP
245	118	Annexure J – Resource Deployment Plan	Resource counts and locations for FMS 1.0, development and FMS 2.0 teams; dedicated Network Management Team; two helpdesk seats in two shifts, seven days a week, with dedicated phone line.	Locations for several FMS 2.0 roles are blank. The Network Management Team is undefined. Helpdesk telephony, call volume and staffing per shift are unclear. Remarks: Specify locations for all FMS 2.0 roles and the size/roles of the Network Management Team. RISL to provide the helpdesk phone line/IVR (e.g. via e-Sanchar/Rajasthan Sampark) and share expected call volume. Confirm headcount for 2 seats x 2 shifts.	As per revised RFP
246	129	Annexure Q – Undertaking of Successful Handover	If any gaps/misses are observed within next 1 year of contract expiry related to handover, the same would be provided without any financial cost to RISL.	The obligation to provide 'gaps/misses' for one year after contract expiry at no cost is open-ended. Remarks: Limit the obligation to handover of documents, data and source code already covered in the exit management plan, excluding any development or support services after expiry.	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
247	147, 155-157	Annexure S – Indicative FRS of State Recruitment Portal, P147; Annexure T – Section D: Document Storage and Retrieval Module,	A secure and scalable Document Management System (DMS) shall be designed and developed	The RFP mentions an Enterprise DMS and indicates that documents may be stored in File Server, Newgen OmniDocs or IBM FileNet, depending on availability at RSDC. However, the RFP does not clarify the existing DMS currently being used for the Recruitment Portal, while Section D requires the selected bidder to design and develop a DMS. Remarks: Kindly clarify the existing DMS currently being used for the Recruitment Portal, including product/vendor, version, deployment architecture, storage capacity and existing document volume. Further, please clarify whether Recruitment 2.0 is required to integrate with the existing DMS or whether a new DMS is to be designed and developed as part of the scope.	As per revised RFP
248	152	Annexure T (B) – Third Party Payment Module	The system shall be fully compliant with PCI-DSS standards, RBI regulations etc.	A PCI-DSS compliance obligation is imposed even though payments are routed through Government platforms. Remarks: Confirm that all payments are routed via RPP/e-Mitra/IFMS with no card data stored or processed, so PCI-DSS certification of the application/bidder is not required.	AS per RFP
249	169-170	Annexure T (M) & (N) – Dashboard/MIS & Social Media Integration	Requirements refer to training centres, courses, trainers, trainees, learners, skilling programs, grant/subsidy management etc.	The requirements refer to training centres, courses, trainers, learners and skilling programs, which appear to belong to a different (skilling) project. Remarks: Provide corrected requirements applicable to the recruitment context.	As per revised RFP
250	175	Annexure T (T) – Recruitment Website Synchronisation	Information uploaded on the Recruitment Portal shall be automatically synchronised with the respective department's website and vice versa through two-way integration.	The number of department websites, their platforms, ownership and API availability for two-way sync are undefined. Remarks: Specify the number of websites, their platforms and ownership, and whether departments will provide APIs. Keep changes on department websites outside the bidder's scope.	As per revised RFP
251	178	Annexure U – Mobile App (Voice BOT & Chatbot)	Chatbot system (provided by RISL) to be integrated; Voice BOT for citizen queries.	It is unclear whether the Voice BOT is provided by RISL (like the chatbot) or must be developed by the bidder. Remarks: RISL to provide the Voice BOT, with the bidder responsible for integration only. If it is to be developed, specify languages and knowledge base.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
252	18	3.1. Pre-qualification / eligibility criteria- Sr. no. 4	Technical Capability: The bidder should have experience of completed application software development and its completed /ongoing support and maintenance (FMS) with Central Government / State Government / PSUs / BFSI in last five (5) years (i.e. 2021-22, 2022-23, 2023-24 2024-25 and 2025-26) in India comprising minimum of One (1) project of value not less than 12 Crores OR Two (2) projects of value not less than 15 Crores OR Three (3) projects of value not less than 18 Crores	We kindly request you to include the hardware cost in the project scope, as it is an essential component required for the successful implementation and operation of the complete solution under the same project.	As per revised RFP
253	22	3.2. Selection Method- Sr. no. 2	Experience of software development projects with a. Document Scanning- OCR using AI and prepare meta data b. Photo matching using AI a and b Both- 10 Marks a or b- 05 Marks	Experience of software development projects involving implementation of AI-enabled / technology-enabled e-Governance or Citizen-Centric solutions, including one or more of the following: AI/ML-based data extraction, classification, validation or processing AI-enabled dashboards, analytics, decision support or automated response mechanisms =1 Project- 5 Marks > 1 Project - 10 Marks	As per revised RFP
254	23	3.2. Selection Method- Sr. no. 3	Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download >= 150 cycles- 20 Marks >= 100 and < 150 cycles- 15 Marks >=50 and <100 cycles- 10 Marks	Experience of projects in software development and implementation of e-Governance / Citizen-Centric applications involving end-to-end service delivery and/or grievance redressal, including online registration, application/grievance processing, workflow-based routing, status tracking, resolution, notifications and report generation. Online Citizen/Service/Grievance Registration & Submission System-generated Acknowledgement / Certificate / Order / Response Download Application/Grievance Status, Decision/Resolution View & Download. Each project value should not be less than 5 Crore. >= 5 Projects- 20 Marks >= 3 and < 5 Projects- 15 Marks >=1 and <3 Projects- 10 Marks	As per revised RFP
255	23	3.2. Selection Method- Sr. no. 4	Experience of software development project on Micro Service Architecture. >6 projects-10 Marks >=4 to 6 projects-08 Marks >=1 to 3 projects-05 Marks	Kindly amend this clause as: Experience of software development project on Micro Service Architecture. >4 projects-10 Marks >=3 to 4 projects-08 Marks >=1 to 2 projects-05 Marks	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
256	88, 98, 45	Clause 7.1 (e) – Note below payment table; Clause 7.6 – Local Office; Clause 4.14 (3) – Resource requirements	"Selected Bidder shall deploy the manpower for development of Recruitment 2.0 within 15 days from the date of issue of Work Order for Recruitment 2.0. The duration of the project shall start from the 16th day of the issue of the Work Order." "The selected bidder shall deploy the resources within 15 days from the date of issuance of Work Order..." "The bidder shall arrange to discuss / interview of the resources by the OIC... Only approved resources... shall be deployed."	Timelines for deployment of resources: The Work Order requires simultaneous mobilisation of the FMS team for Recruitment 1.0 (6 resources + 2 helpdesk seats), the Project Implementation Team, the development team and the Network Management Team, along with setting up of a local office in Jaipur and seating at Ajmer. Each resource must also be interviewed and approved by the OIC before deployment. A period of 15 days is not sufficient to complete hiring/allocation of resources of the required qualification and experience, CV approval and physical onboarding. We request RISL to kindly: a) Revise the deployment timeline to 45 days from the date of issue of the Work Order, in a phased manner – Project Manager and Project Coordinator within 15 days, and the remaining resources within 45 days; b) Clarify that the time taken by RISL/OIC for interview and approval of the proposed CVs shall be excluded from the deployment timeline and shall not attract any penalty/LD; and c) Consider the project duration to commence from the date of deployment of the core team (or completion of Knowledge Transfer from the existing agency), instead of the 16th day of the Work Order.	As per revised RFP
257	119 (also 36)	Annexure-8 J – Minimum qualification and required experience of resources, S. No. 4 (Project Manager)	Project Manager – Qualification: "MBA & (B. Tech / B.E in any discipline) / MCA / M.Sc (IT) with relevant experience. Certification in project management such as PMP or Prince 2 is required." Experience: 10 Years.	MBA qualification for Project Manager: The clause mandates MBA in addition to a technical degree AND a PMP/PRINCE2 certification. The PMP/PRINCE2 certification, together with 10 years of relevant experience, already establishes the project management competency required for the role. Requiring an MBA over and above these narrows the pool of experienced, technically sound Project Managers without adding value to delivery. We request RISL to amend the qualification to: "B.Tech / B.E (any discipline) / MCA / M.Sc (IT) and 10 years of relevant experience. MBA and PMP/PRINCE2 certification shall be desirable (not mandatory)." Alternatively, the qualification may be read as "MBA OR (B.Tech / B.E / MCA / M.Sc (IT))".	As per revised RFP
258	23	Clause 3.2 – Selection Method (Technical Evaluation), NOTE (ii)	"In Point No. 2, 3, 4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered."	Project experience period in Technical Evaluation: Technical evaluation parameters 2 to 5 (AI-based OCR/photo matching, number of end-to-end recruitment cycles, microservices projects and number of registered users) relate to large, long-duration e-Governance projects. Several such recruitment portals and large citizen platforms were executed and stabilised prior to FY 2019-20, and recruitment cycles/user bases are built up over many years. Restricting the period to 7 years excludes relevant and proven experience of bidders. We request RISL to: a) Extend the period of project experience considered for Technical Evaluation Point Nos. 2, 3, 4 and 5 from the last 7 financial years to the last 10 (Ten) financial years (i.e. FY 2016-17 to FY 2025-26); b) Clarify that recruitment cycles (Point 3) and registered users (Point 5) may be counted cumulatively across multiple projects/clients; and c) Clarify that ongoing projects will be considered on the basis of Work Order + certificate from the client for the work/cycles completed.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
259	118	Annexure-8 J – Resource Deployment Plan: FMS TEAM (Recruitment 2.0)	FMS Team (Recruitment 2.0): Project Manager – 1, Senior Developer/UI-UX Developer – 5, Junior Developer – 2, Project Coordinator – 2, Senior Database Administrator – 1, Mobile App Developer – 1, Business Analyst – 3, Help Desk – 2 seats (two shifts, seven days a week), plus a dedicated Network Management Team – for 60 months post Go-Live.	High manpower requirement in FMS 2.0: The FMS team prescribed for Recruitment 2.0 (15 resources + 2 helpdesk seats in two shifts, i.e. ~19 persons, plus a Network Management Team) for 60 months is more than double the FMS team for the existing Recruitment 1.0 (6 resources + 2 helpdesk seats). Recruitment 2.0 will be a newly developed, fully documented application on microservices architecture with RISL-owned source code, where the O&M effort is expected to be lower than that of the legacy application. The requirement of 3 Business Analysts and 2 Project Coordinators in the O&M phase, after all requirements are frozen and developed, is also on the higher side. This team size significantly increases the project cost for the full 5-year period. We request RISL to: a) Rationalise the FMS 2.0 team to: Project Manager – 1, Senior Developer – 3, Junior Developer – 2, Project Coordinator – 1, Senior DBA – 1, Mobile App Developer – 1, Business Analyst – 1, Help Desk – 2 seats; or b) Allow the bidder to propose the FMS team size based on the SLAs (in line with Note 4 of Annexure-8 J), with a minimum core team specified by RISL; and c) Provide for a review/ramp-down of the FMS team after the first year of stabilisation, and clarify that any major enhancement/change request beyond the O&M scope shall be paid separately on man-month rates.	As per revised RFP
260	12, 50	Clause 1 – NIB: Bid Security (EMD) and Mode of Payment; Clause 5.8 – Bid Security	"Bid Security (EMD): 2% of Estimated Procurement Cost as per prevailing rules of Govt. of Rajasthan; 0.5% of the Estimated Procurement Cost for S.S.I unit of Rajasthan; 1% for Sick Industries..." (Estimated Procurement Cost INR 17.00 Crore ⇒ EMD of INR 34.00 Lakh)	EMD exemption for MSME: We are a registered MSME Enterprise. We request RISL to: a) Exempt MSEs/MSMEs registered under Udyam/NSIC from submission of EMD, and accept a Bid Securing Declaration in lieu of EMD, in line with the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 of the Government of India and the MSME-friendly provisions of the Government of Rajasthan; b) If full exemption is not possible, clarify that MSMEs (Udyam registered) will be treated at par with S.S.I. units for the concessional EMD of 0.5%, and whether this concession is limited to units registered in Rajasthan; and c) Specify the documents required to claim the exemption/concession (e.g. Udyam Registration Certificate).	As per RFP
261	12, 24, 107, 64	Clause 1 – NIB: Estimated Procurement Cost; Clause 3.2 – Stage (b) Financial Bid Evaluation; Annexure F.1 – Financial Bid Format; Unbalanced Bid provision	"Estimated Procurement Cost: INR 17.00 Crores" "(Price is inclusive of GST)" – financial evaluation Financial Bid: "Total Cost including all taxes" Unbalanced Bid: any bid below more than 15% of the Estimated Bid Value.	Budget – exclusive or inclusive of GST: The RFP does not state whether the Estimated Procurement Cost of INR 17.00 Crore is inclusive or exclusive of GST, while financial bids are to be quoted and evaluated inclusive of GST. If the estimate is inclusive of GST @18%, the effective project value available for services is only about INR 14.41 Crore. This also directly affects the computation of the Unbalanced Bid threshold (85% of Estimated Bid Value) and the Additional Performance Security. We request RISL to: a) Clarify whether the Estimated Procurement Cost of INR 17.00 Crore is inclusive or exclusive of GST; b) Clarify whether the Unbalanced Bid comparison will be made on a like-to-like basis (i.e. GST-inclusive bid vs GST-inclusive estimate); and c) Share the component-wise break-up of the estimate (FMS of Recruitment 1.0, Development of Recruitment 2.0 & Mobile App, and 5-year FMS of Recruitment 2.0).	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
262	12, 118-119, 27, 44, 107	Clause 1 – NIB: Estimated Procurement Cost; Annexure-8 J – Resource Deployment Plan; Clause 4 – Scope of Work (Security Audit/VAPT); Annexure F.1	"Estimated Procurement Cost: INR 17.00 Crores" for 12 months FMS of Recruitment 1.0 + 12 months Design & Development of Recruitment 2.0 and Mobile App + 60 months FMS of Recruitment 2.0. "The Selected Bidder shall get the Security Audit, VAPT and Source Code Audit done from the Cert-in empaneled vendors at its own cost in every alternate quarter."	Request to increase the budget: The estimated cost of INR 17.00 Crore is not commensurate with the scope and the manpower mandated under the RFP: • FMS 1.0: ~10 persons (6 resources + 2 helpdesk seats in two shifts) × 12 months ≈ 120 person-months; • Project Implementation Team: 5 resources × 12 months ≈ 60 person-months – excluding the developers, architects, UI/UX, testers, DevOps and security experts needed to rebuild all existing modules and the new Phase II / III modules on microservices and a mobile app within 12 months; • FMS 2.0: ~19 persons × 60 months ≈ 1,140 person-months, plus the Network Management Team. Only the listed resources add up to ~1,320 person-months, i.e. about INR 1.29 Lakh per person-month (≈ INR 1.09 Lakh excluding GST, if the estimate includes GST). This has to cover senior resources with 5–10 years of experience, local offices at Jaipur and Ajmer, laptops, helpdesk phone lines, third-party tools/SDKs (AI-based OCR, photo matching, anti-spoofing, face recognition) with subscriptions in the name of RISL, and Cert-In empanelled Security/Source Code Audit & VAPT every alternate quarter at the bidder's own cost, over ~6 years with no price escalation. We request RISL to: a) Suitably enhance the Estimated Procurement Cost to reflect the prescribed scope, manpower and prevailing market rates, and state it exclusive of GST; b) Provide for an annual price escalation of at least 5% on the FMS cost from the second year onwards; and c) Consider the cost of Cert-In Security Audit/VAPT/Source Code Audit to be borne by RISL, or paid separately on actuals.	As per RFP
263	26, 30	4.3(B), Proposed Technology Platform, Database; 4.2	p. 30: "Database PostgreSQL 16 with partitioning and read replicas"	Please amend the database specification to allow Oracle Database or an equivalent enterprise-grade RDBMS, rather than specifying PostgreSQL 16 exclusively. The proposed platform identifies PostgreSQL 16, whereas the existing environment is based on Oracle Database 12c. Justification: Migrating from Oracle Database 12c to PostgreSQL 16 may involve significant schema conversion, PL/SQL remediation, compatibility validation, performance tuning, and integration testing efforts, which can increase project complexity and migration risk. Allowing equivalent enterprise-grade database platforms would provide bidders the flexibility to propose the most suitable and proven architecture while ensuring compliance with all business and technical requirements. Restricting the solution to PostgreSQL 16 may unnecessarily limit participation of otherwise qualified bidders with strong experience in large-scale e-Governance and mission-critical database implementations, thereby reducing competition and potentially limiting the availability of best-value solutions.	As per revised RFP

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264	30	4.3(B), Proposed Technology Platform, Container Platform	p. 30: “Container Platform Kubernetes with Docker (or VM-based if SDC restricts containers)”	The RFP proposes deployment using Kubernetes with Docker (or VM-based if SDC restricts containers). We request RISL to kindly confirm whether the RSDC environment currently permits deployment of containerized workloads in Production, DR, UAT, and Staging environments. Further, bidders may be allowed to deploy the solution using any OEM-supported enterprise container runtime/platform or, alternatively, through the VM-based deployment model, provided the proposed solution fully complies with the approved microservices architecture, scalability, high-availability, security, performance, and operational requirements. We also request RISL to confirm whether Oracle-based components, including Oracle Database, application servers, middleware, and associated platform components, may be deployed on the approved container or virtualized infrastructure, subject to OEM certification, compatibility, licensing, supportability, and operational compliance requirements. Justification: The RFP mandates a transition from the existing monolithic environment to a microservices-based architecture; however, different organizations may adopt different deployment approaches depending on infrastructure policies, licensing models, operational standards, and platform compatibility considerations. Certain enterprise components, particularly Oracle-based platforms, may have specific deployment, certification, support, and licensing requirements that can vary between containerized and virtualized environments. Clarification on the permitted deployment models and Oracle compatibility will enable bidders to propose the most suitable, supportable, and cost-effective architecture while ensuring compliance with all functional and non-functional requirements. Restricting bidders to a specific deployment technology may unnecessarily limit participation from otherwise qualified organizations possessing proven enterprise-scale implementation experience and established modernization frameworks.	As per revised RFP
265		Section 3.1 Note 1 & 2, Section 6.4 and Section 6.18Joint Venture, Consortium and subcontracting are not allowed.	Considering the highly specialized nature of the project involving Microservices Architecture, AI/ML based Photo Matching, OCR, Biometric Authentication, Mobile Application Development, Blockchain, Data Migration, Security Compliance, and integration with multiple State and National platforms, We request RISL to permit either (a) Consortium/JV arrangements led by a prime bidder or (b) specialized technology subcontractors/OEM partners for specific components, while keeping a single bidder fully responsible for project delivery, SLA compliance, and contractual obligations.	Justification: This will encourage wider participation from qualified CMMI Level-5 organizations having strong program management, system integration, cybersecurity, and e-Governance experience while leveraging specialized OEM/technology partners for niche AI, OCR, biometric and mobile development requirements. The prime bidder would remain fully accountable for end-to-end implementation, support, security and SLA compliance, thereby ensuring project success while increasing competition and innovation.	As per RFP
266		Existing Recruitment 1.0	Kindly provide source code, architecture diagrams, database schema, API inventories, deployment topology and current technical debt assessment.	Accurate effort estimation is not possible without understanding the current application landscape.	As per RFP
267		Data Migration	Kindly provide table-wise database size, archive size, document repository size, attachment count and historical data volume.	Current data size is indicated as >10 TB but migration effort depends upon actual structure.	As per revised RFP
268		Infrastructure	Please clarify whether Kubernetes, Database licenses, Monitoring tools, Kafka cluster, Redis cluster, Logging tools, DR and Backup infrastructure shall be provided by RSDC.	Major impact on project costing and sizing. Page 49 of 58	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
269		Blockchain Requirement	Please clarify whether Blockchain implementation is mandatory or optional. If mandatory, kindly share use cases and retention requirements.	There is no detailed functional requirement provided presently.	As per revised RFP
270		Load Testing	Kindly provide expected peak concurrent users, login TPS, payment TPS, document download TPS and expected response time SLA.	RFP only references 2-5 lakh simultaneous sessions.	As per RFP
271	Page 86	Section 7.1 - Project Deliverables, Milestones, Payment Terms & Time Schedule. Clause 7.1.2 (Payments)	We request RISL to consider a more balanced milestone-based payment structure linked to key project deliverables such as FRS/SRS approval, architecture and design sign-off, UAT completion, Security Audit/VAPT clearance, and Go-Live, instead of predominantly linking development payments to the final Go-Live milestone	The project involves significant upfront effort in requirement analysis, business process re-engineering, FRS/SRS preparation, microservices architecture design, integration planning, AI component development, data migration activities, testing, and security compliance before Go-Live. These activities represent substantial project effort, resource deployment, and investment by the selected bidder and are subject to formal review and acceptance by RISL, RPSC, and RSSB. A milestone-based payment mechanism aligned to approved deliverables would ensure better project cash-flow management, reduce financial risk, encourage timely completion of intermediate deliverables, and support deployment of high-quality resources throughout the project lifecycle. Such a structure would also align payments with measurable project outcomes and promote more effective project governance and delivery	As per revised RFP
272	22	Selection Method	Bidder's Average Turn Over from IT/ITeS projects in application software development and support maintenance service (FMS) in India for any three financial years (i.e. FY 2022-23, 2023-24, 2024-25 and 2025-26) >= 100 Cr - 10 Marks >=75 and < 100 Cr - 08 Marks >=50 and <75 Cr - 05 Marks	We would request RISL to kindly reconsider the turnover-based evaluation criteria specified and suitably rationalize the marking slabs in proportion to the estimated project value. Considering the project value of INR 17.00 Crore, a turnover benchmark in the range of approximately INR 50–60 Crore may be considered appropriate for awarding the maximum 10 marks, with proportionate marks assigned to the respective lower turnover slabs. Such rationalization would facilitate broader participation of financially sound and experienced bidders, promote healthy competition, and ensure that the financial evaluation remains commensurate with the scale and value of the proposed project, while adequately safeguarding the assessment of the bidders' financial strength and capacity.	As per revised RFP
273	23	Selection Method	In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	Kindly consider expanding the experience evaluation period from the last Seven (7) financial years to Ten (10) financial years, thereby providing due recognition to bidders having substantial and relevant experience with Central/State Government, PSUs, and BFSI sectors.	As per revised RFP
274	30	Proposed Technology Platform	Proposed Technology Platform for Recruitment 2.0 (Clause 4.3, Point B): 'Database - PostgreSQL 16 with partitioning and read replicas'	Considering the microservices-based architecture and multiple application pods, kindly clarify the proposed mechanism for managing and optimizing PostgreSQL database connections. Please confirm whether a centralized/HA connection pooler is envisaged within the infrastructure scope and provide the applicable database connection limits and sizing guidelines.	As per revised RFP
275	34	Scope of Work, Blockchain	Blockchain is included in the scope for OTR details, documents and recruitment records.	Kindly clarify the specific blockchain functionalities envisaged for OTR details, document management, and recruitment records, including the expected scope of implementation. Further, please specify whether the required blockchain infrastructure/platform and associated licensing costs shall be within the bidder's scope.	As per revised RFP
276	45	Resource Requirements	Maximum 3 changes for a resource are permissible (during O&M phase) else penalties of attrition shall be applicable.	Kindly confirm whether resource replacements made within the maximum permissible limit specified in the RFP shall be allowed without attracting any attrition-related penalty, subject to the replacement resource meeting the prescribed qualification and experience criteria.	As per revised RFP
277	88	Project Deliverables, Milestones, Payment Terms & Time Schedule	Selected Bidder shall deploy the manpower for development of Recruitment 2.0 within 15 days from the date of issue of Work Order for Recruitment 2.0. The duration of the project shall start from the 16th day of the issue of the Work Order for Recruitment 2.0.	We request RISL to kindly extend the manpower deployment timeline from 15 days to at least 30 days, considering the time required for recruitment, resource mobilization, and onboarding of suitable personnel.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
278	96	Key Considerations for SLA	Maximum penalty per quarter will be as per actuals as per the SLA.	Kindly clarify the maximum aggregate penalty that may be levied in a quarter under the applicable SLA. We request that an overall quarterly penalty cap may be specified to ensure predictability and proportionality of contractual liabilities. Generally it is 10% of the invoice value.	As per revised RFP
279	118	Resource Deployment Plan and Expected Qualification & Experience of Resources	The Selected Bidder shall deploy a dedicated Network Management Team for smooth coordination with RSDC for deployment, and network-related activities throughout the project duration.	We request RSDC/RISL to kindly clarify the minimum manpower composition, roles, and qualifications required for the dedicated Network Management Team. Further, the bidder may be permitted to deploy resources based on actual project requirements, subject to meeting the defined service levels and deliverables.	As per revised RFP
280	118	Resource Deployment Plan and Expected Qualification & Experience of Resources	FMS TEAM Manpower	Considering the overall scope and budget of the project, the specified FMS Team manpower and qualification requirements may lead to substantial additional deployment costs. We therefore request RISL to suitably optimize the manpower requirement while ensuring adequate service delivery and project outcomes.	As per revised RFP
281	118	Resource Deployment Plan and Expected Qualification & Experience of Resources	The Selected Bidder shall provide two (2) helpdesk seats for resolution of issues and queries received from candidates throughout the entire project duration. The helpdesk will work in two shifts for seven days a week. The seat shall include a dedicated phone line for receiving calls on the helpdesk number.	We request RISL to kindly review the requirement for two dedicated helpdesk resources in two shifts throughout the project period. The number of helpdesk resources and shift coverage may kindly be optimized in line with the anticipated workload, without compromising the required support services.	As per revised RFP
282	119	Resource Deployment Plan, Project Manager	As per the eligibility, Project Manager is required to have MBA along with B.Tech/MCA, 10 years' experience and PMP/Prince2 certification.	We request RISL to kindly relax the mandatory MBA qualification for the Project Manager, as B.Tech./MCA with 10 years of relevant experience adequately demonstrates the required technical and project management competency.	As per revised RFP
283		General	Estimated Budget Cost	Kindly review the estimated project cost considering the extensive scope of work and the prescribed manpower requirements, as the current budget appears inadequate for the expected resource and operational costs. We request RISL to suitably enhance the project budget to ensure commercially viable and sustainable implementation of the project.	As per RFP
284	21	Clause 3.1 – Note 1	"Joint Venture, Consortium of partners or Association is not allowed."	We request RISL to kindly consider allowing participation through a Consortium/JV and permit the eligibility/technical experience criteria to be fulfilled collectively by the consortium members. Accordingly, relevant Work Orders, Completion Certificates and project experience executed by any consortium member may kindly be considered towards meeting the prescribed eligibility and technical capability requirements. This would enable participation of competent bidders having complementary experience and capabilities while ensuring compliance with the overall project requirements.	As per RFP
285	31	Section 4.3.D	Data Migration"The selected bidder will be responsible to migrate complete data from existing database of Recruitment 1.0..."	Data migration of the legacy Recruitment 1.0 database is a critical pre-requisite for solution architecture, database provisioning, storage sizing, and ETL pipeline design. Please provide details of the total volume of data (in TBs/GBs and total record counts), database schema complexity, and media attachments to be migrated from Recruitment 1.0.	As per revised RFP
286	34	Section 4.3.E	"ARTIFICIAL INTELLIGENCE & AUTOMATION FEATURES."	Standardized functional specifications and baseline accuracy targets are essential for vendors to estimate computer vision model training, hardware requirements, and testing benchmarks. Please share the detailed use cases, functional specifications, workflow expectations, and target accuracy/precision metrics (e.g., FAR/FRR) required to implement the AI features.	As per revised RFP
287	118	Annexure 8.J	Resource Deployment Plan and Expected Qualification & Experience of Resources	The project involves advanced technical domains including AI model integration, microservices architecture, automated testing, and DevOps deployment pipelines. Please clarify whether dedicated resources for AI/ML, Blockchain, Software Testing/QA, and DevOps will be required for the Recruitment 2.0 portal during the development or FMS phase, and specify their deployment schedule.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
288	26	Section 4.2 & 4.3	FMS of Application stack 1 and stack 2.	Smooth handover of underlying architecture, database schemas, and existing source code is critical to ensure operational continuity and avoid service disruption during transition. Please clarify if Knowledge Transfer (KT) and existing documentation will be shared with the new System Integrator, and whether the existing development team will be available for structured KT.	As per revised RFP
289	26	Section 4.2	Concurrent Users & Performance Specs.	Defining performance benchmarks is necessary for microservices design, database connection pooling, autoscaling thresholds, and infrastructure sizing. Please provide expected peak concurrent users, TPS/transaction volume, and response-time requirements for critical transactions.	As per revised RFP
290	22	Section 3.2 (TQ #2)	Experience of software development projects with: a. Document Scanning – OCR using AI and prepare metadata b. Photo matching using AI	Comparable AI/ML capabilities across eGovernance, KYC, banking, and document processing systems involve technical complexity equal to or higher than photo matching and simple OCR. Broadening the criteria enables qualified vendors with relevant AI/ML experience to participate without diluting technical quality. We request that the criterion may kindly be broadened to include other comparable AI-enabled software capabilities, as below: a. AI-based Document Scanning/OCR, including metadata preparation/extraction b. AI-based Photo/Image Matching c. AI/ML-based document classification, data extraction and validation d. AI-based identity/document verification, including duplicate, fraud or anomaly detection.	As per revised RFP
291	22	Section 3.2 (TQ #3)	Experience of software development projects including end-to-end execution of recruitment cycle: a. Filling of exam form b. Admit Card Download c. Result View & Download	Large-scale e-Governance online application processing platforms involve complex multi-tier approval workflows, digital authentication, payment gateways, document scrutiny, and downloadable outputs, demonstrating capability comparable to recruitment portals. We request that the qualification criterion may also consider experience in comparable end-to-end online application/service delivery systems incorporating: A. End-to-End Online Application Processing (Scrutiny, query/objection handling, workflow approvals) B. Workflow, Payment & Digital Authentication (Role-based workflow, OTP/e-Sign, API integrations) C. Certificate/License/Order Generation & Verification (Digitally signed downloadable outputs, applicant dashboards).	As per revised RFP
292	13	Section 1 (NIB)	Manner, Start/End Date and Time of submission of Bids	In view of the complex scope requirements (Microservices architecture transition, custom on-premise AI/ML deployment within BSDC, DPDP Act 2023 compliance, and OEM alignment), prospective bidders require adequate time for detailed technical sizing and statutory compliance review. We request an extension of at least 15 days in the bid submission end date from the currently scheduled date.	As per revised RFP
293	35	Section 4.3.E	"RISL does not recommend cloud-based AI APIs (Azure/AWS/GCP). All APIs must be developed and deployed within BSDC."	On-premise deployment of custom computer vision and anti-spoofing AI models requires dedicated GPU hardware for training, inference, and real-time processing within the State Data Center. Please clarify whether GPU-enabled hardware infrastructure, model hosting servers, and requisite storage for AI/ML training and inference will be provided by RISL at BSDC.	As per revised RFP
294	39	Section 4.8	Load Testing Peak concurrent users during admit card download 2 to 5 lakh simultaneous sessions.	Simulating 200,000 to 500,000 concurrent active sessions requires specialized load generation tools, distributed test nodes, and dedicated high-bandwidth test environments. Please clarify if load testing infrastructure/tools (e.g., distributed JMeter nodes/cloud load generators) and test network bandwidth will be provided by RISL/RSDC.	As per revised RFP
295	40	Section 4.9	Security Audit, VAPT, and Source Code Audit from CERT-In empaneled vendors at bidder's own cost every alternate quarter.	Conducting full CERT-In third-party audits every 6 months over a 6-year tenure imposes disproportionate financial and administrative overhead on routine application maintenance. We suggest conducting third-party VAPT annually, with bi-annual automated vulnerability scans, or restricting full CERT-In re-audits to major version releases.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
296	64	Section 5.29 & 5.30	Additional Performance Security for Unbalanced Bids (below 15% of estimated value).	Administrative delays in sign-off or UAT approval from external stakeholder departments (RPSC/RSSB) beyond the control of the SI can cause severe cashflow bottlenecks. Kindly clarify the SLA timeline for UAT sign-off by RPSC/RSSB. We request a clause stating that if UAT sign-off is delayed beyond 30 days due to nonvendor dependencies, a provisional payment of 70% be released.	As per revised RFP
297	87	Section 7.1 (Table Item 2)	Payment Schedule80% weightage on Go-Live of each phase; 20% in 4 equal quarterly installments in Year 1.	Administrative delays in sign-off or UAT approval from external stakeholder departments (RPSC/RSSB) beyond the control of the SI can cause severe cashflow bottlenecks. Kindly clarify the SLA timeline for UAT sign-off by RPSC/RSSB. We request a clause stating that if UAT sign-off is delayed beyond 30 days due to nonvendor dependencies, a provisional payment of 70% be released.	As per revised RFP
298	92	Section 7.2.1 / 7.3.i	Penalty for DowntimeUp to 10% of quarterly FMS payment for downtime ≥48 hours.	System availability can be impacted by external dependencies outside the System Integrator's operational boundary, such as RSDC network links, payment gateways, e-Mitra servers, or Raj SSO integration points. Please confirm that downtime caused by RSDC network outages, payment gateway issues, e-Mitra integration failures, or Raj SSO server downtime will be explicitly excluded from SLA penalty calculations.	As per revised RFP
299	93	Section 7.3.iii	Penalty for attrition of key resourcesUp to ₹2,00,000 per attrition (Max 3 changes allowed over contract period).	A restriction of only 3 resource changes across a 6-year contract lifecycle (1 year development + 5 years O&M) is impractical given standard IT industry turnover rates. We request relaxation to allow up to 2 resource replacements per year without financial penalty, provided the replacement resource meets equal or higher qualifications and undergoes 15 days of Knowledge Transfer.	As per revised RFP
300	98	Section 7.5(h)	Scope of Change RequestUI/UX updates, new module additions, and process changes are part of free O&M. Change Requests apply ONLY to DB/Architectural changes.	Requiring unlimited new feature development and complete module creation under routine O&M introduces uncontrolled scope creep and financial risk. We request to revise this clause so that any new functional module or workflow change exceeding 15 man-days of effort is treated as an official paid Change Request using quoted man-month rates.	As per revised RFP
301		Copy of Certificates of Incorporation / Registration	The Bidder should be an entity registered in India under the Company Act, 1956/2013; OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008	The Bidder must be a registered company under the Indian Companies Act, 1956 / 2013 or a Partnership Firm registered under Indian Partnership Act, 1932 or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008: a. The company / firm should have been in operation for at least 10 years in India from the date of publish of RFP. b. No Joint Venture/Consortium is allowed for this tender.Proof for Certificate of Incorporation	As per RFP
302				Bidder should be either registered in Jaipur - Rajasthan or having their offices / branch offices in Jaipur - Rajasthan Proof of address (Self Attested copy of Telephone bill / Electricity Bill / Property tax bill / Registered Rent Deed / organization registration on the name of bidding organization - supporting the address at Jaipur - Rajasthan)	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
303		Audited Balance Sheet / Certificate from Statutory Auditor indicating the average annual turnover as per eligibility criteria, with CA's Registration Number / Seal	Average annual turnover should be at least INR 50Crores (Fifty Crores) during any three financial years (i.e. 2022-23, 2023-24, 2024-25 and 2025-26 from IT/ITES projects in application software development and support maintenance service (FMS) in India. 5) Following points to be considered for point 2 & 4 of above table: a. The work order should be issued between 1st April 2021 to 31st Mar, 2026 b. Work order should be a software development project covering all the phases of SDLC. c. Following type of projects will not be considered: i. The project related to customization of a COTS product. ii. The project related to only FMS of a Software application iii. The software application developed for one institution and then replicated in multiple institutions like (school/ colleges/ hospital/ cooperative retail outlets) In such case the cost of Software development for a single installation will be considered. iv. The projects which the bidder has implemented after subletting any component of the project. v. The work order related to development & FMS of multiple websites.	Average Annual Turnover of Bidder should be at least Rs. 300 Crore or more in last 3 financial years i.e., FY 2022-23, FY 2023-24 and FY 2024-25. Audited Balance sheet and Profit & Loss account statement of the Bidder for the last 3 audited financial years (FY 2022-23, FY 2023-24 and FY 2024-25). & Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant with UDIN number for last 3 financial years (FY 2022-23, FY 2023-24 and FY 2024-25)	As per revised RFP
304		Audited Balance Sheet / Certificate from Statutory Auditor, with CA's Registration Number / Seal	The bidder should have positive net worth as on March 31, 2025 or March 31, 2026 (for any one year), as per audited balance sheet.	The bidder should be a profit (profit after tax) making company in last three financial years (FY 2022-23, FY 2023-24 and FY 2024-25) Financial Audited balance sheets & Profit / loss statement, Statutory Auditor's Report, Notes to Accounts and Schedules forming part of accounts to be submitted. & Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant with UDIN number	As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
305		Project Reference Format as per Annexure-8. I AND • Work Order + Work Completion Certificates from the client; OR Work Order+ Certificate from client for partial work Completion (Certified by the Statutory Auditor/CA indicating the value of payment received against the work order(s)) (In the above case the value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria) OR Work Order + Completion Certificate from the client indicating the amount of payment made against the work order. OR Work Order + Completion Certificate from the client indicating the amount. (In the above case the value of the payment received shall be greater than or equal to the amount	The bidder should have experience of completed application software development and its completed /ongoing support and maintenance (FMS) with Central Government / State Government / PSUs / BFSI in last five (5) years (i.e. 2021-22, 2022-23, 2023-24 2024-25 and 2025-26) in India comprising minimum of One (1) project of value not less than 12 Crores OR Two (2) projects of value not less than 15 Crores OR Three (3) projects of value not less than 18 Crores Point 5 - as per PQ 2	Project Experience in providing Statewide Application development for Central / State Government / Public Sector Undertakings / any Government Body / Government Organization / Government Institution in India. Explanation: One project means any of the following Min. 1 Project worth more than 100 crore OR Min. 2 Projects worth more than 60 crore OR Min. 3 Projects worth more than 40 crore Copy of Letter of Intent / Work Order / Agreement / Client Certificate - Mentioning the company name, client name, project value, start date and end date, scope of service.	As per revised RFP
306				Any New age technology project experience using AI / Blockchain / GIS technology based Statewide Application / Software development for Central / State Government / Public Sector Undertakings / any Government Body / Government Organization / Government Institution in India Copy of Letter of Intent / Work Order/ Agreement / Client Certificate mentioning the company name, client name, project value, start date and end date, scope of service.	As per revised RFP
307		Certificate from HR Head clearly specifying the number of resources on it rolls and must submit proof of PF Challan / payment proof for the three months as evidence of having active manpower on payroll as on the date of bid submission.	The bidder should have at least 150 employees on its rolls in the area of Software development or Software Implementation or Software Integration as on the date of bid submission	The Bidder should have staff strength of minimum 150 manpower (related to Software development - Developers, Solution Architect, Program Manager, Business analyst, Database Experts, etc.) on their payroll Letter on Company's Letterhead signed by authorized representative on the Company Letterhead	As per RFP
308		Copies of relevant certificates of Registration	The bidder must possess a valid: i.) IncomeTax Registration /PAN number ii.) Goods and Service Tax (GST) Registration Certificate		As per RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
309		Copy of valid relevant certificate.	The Bidder must have the following valid certification: • ISO 27001- Information Security Management System • ISO 9001:2015- Quality Management System • CMMI Level– V	CMMI Level 5 Certification: The Bidder must have performed multi-domain appraisal (Development and Services) and been appraised at maturity level 5 for the same business unit. Copy of Valid CMMI Level 5 Certificate at the time of Bid submission date.	As per revised RFP
310		A Self-Declaration Certificate letter as per Annexure-8. E	Bidder should:- a) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) Not have been (their directors and officers) convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) Not have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	The Bidders should not have been declared blacklisted or ineligible by any State Government department in India on account of corrupt, fraudulent or any other unethical business practices as of the bid publication date Self-Declaration from the authorized signatory of the bidder.	As per revised RFP
311		Audited Balance Sheet / Certificate from Statutory Auditor indicating the average annual turnover as per eligibility criteria, with CA's Registration Number / Seal	Bidder's Average Turn Over from IT/ITeS projects in application software development and support maintenance service (FMS) in India for any three financial years (i.e. FY 2022-23, 2023-24, 2024-25 and 2025-26) >= 100 Cr - 10 Marks >=75 and < 100 Cr - 08 Marks >=50 and <75 Cr - 05 Marks	Average Annual Turnover of Bidder should be at least Rs. 300 Crore or more in last 3 years as mentioned i.e., FY 2022-23, FY 2023-24 and FY 2024-25. Between Rs. 300 crores and less than 500 crores ₹10 Marks Between Rs. 500 crores and less than 800 crores ₹15 Marks Above Rs. 800 crores - 25 Marks Audited Balance sheet and Profit & Loss account statement of the Bidder for the last 3 audited financial years (FY 2022-23, FY 2023-24 and FY 2024-25). & Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant with UDIN number for last 3 financial years (FY 2022-23, FY 2023-24 and FY 2024-25)	As per revised RFP
312		Work Completion Certificate from the client.	Experience of software development projects with a. Document Scanning- OCR using AI and prepare meta data b. Photo matching using AI a and b Both - 10 Marks a or b - 05 Marks Additional Note Clause ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	Project Experience in providing Statewide Application development for Central / State Government / Public Sector Undertakings / any Government Body / Government Organization / Government Institution in India. (with minimum project value of 10 Crore and more) 1 project ₹10 Marks 2 projects or more ₹25 Marks Copy of Letter of Intent / Work Order/ Agreement / Client Certificate mentioning the company name, client name, project value, start date and end date, scope of service.	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
313		Work Completion Certificate from the client.	Experience of projects of software development that includes end to end execution of recruitment cycle including the following a. Filling of exam form b. Admit Card (system generated) Download c. Result View & Download >= 150 cycles - 20 Marks >= 100 and < 150 cycles - 15 Marks >=50 and <100 cycles - 10 Marks Additional Note Clause ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	New Technology Project Experience in providing AI / Blockchain / GIS technology based Statewide Application / Software development for Central / State Government / Public Sector Undertakings / any Government Body / Government Organization / Government Institution in India 1 project ₹10 Marks 2 projects or more ₹ 25 Marks Copy of Letter of Intent / Work Order/ Agreement / Client Certificate mentioning the company name, client name, project value, start date and end date, scope of service.	As per revised RFP
314		Work Completion Certificate from the client.	Experience of software development project on Micro Service Architecture. >6 projects - 10 Marks >=4 to 6 projects - 08 Marks >=1 to 3 projects - 05 Marks Additional Note Clause ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	The Bidder should have staff strength of minimum 100 manpower (related to Software development - Developers, Solution Architect, Program Manager, Business analyst, Database Experts, etc.) on their payroll. Between 150-200 ₹10 Marks Between 201-250 ₹15 Marks 251 and above ₹25 Marks Letter on Company's Letterhead signed by authorized representative on the Company Letterhead	As per revised RFP
315		Work Completion Certificate from the client.	Number of registered users on the project >=60 lac - 20 Marks >=30 and < 60 lac - 15 Marks >= 10 and <30 lac - 10 Marks Additional Note Clause ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered.	Delete Clause - As state wide application covers users	As per revised RFP
316			Presentation ** - 30 Marks		As per revised RFP
317			7.1. Project Deliverables, Milestones, Payment Terms & Time Schedule	Need more clarity on how 2 tables (Phase & Activity) in Clause 7.1 will be linked to each other	As per revised RFP
318			5) Following points to be considered for point 2 & 4 of above table: (Page 21)	Clause to be deleted	As per revised RFP

S. No.	RFP (Page Number)	RFP Rule No.	Rule Details	Query/Suggestion/Clarification	Final Response
319			ii. In Point No. 2,3,4 and 5 experience with Central Government / State Government / PSUs / BFSI in last Seven (7) financial years will be considered. (Page 25)	Clause to be deleted	As per revised RFP