

Department of Good Governance and Information Technology, Government of Punjab

Ref. No. PSeGS/Tirth-Yatra/2025/1

Response of Pre-Bid Queries

Tender for Software Development for the Mukhya Mantri Tirth Yatra Scheme

SN	Tender clause details/specification	Amendment Sought / Suggestion	Justification	DGGIT response
1	"Technical Presentation... PoC Demonstration"	Please confirm whether the technical presentation needs to be submitted along with the technical bid or will be presented later during evaluation.	Clarity required to prepare documents correctly and avoid premature submission of presentation.	Bidders may submit PPT/PDF during technical bid submission or during technical presentation.
2	"Proof of Concept (PoC)... 30 Marks"	Kindly confirm if the PoC is required at bid submission stage or only during evaluation, and whether a prototype with partial functionality is acceptable instead of a full working solution.	Helps bidder plan effort and resources efficiently, as building full-scale PoC upfront is resource intensive.	PoC is required at the time of technical presentation. A working solution demonstrating major functionalities of proposed solution is required to be presented. PPT/Figma/Videos etc. shall not be accepted during POC.
3	"Existing manual process... new integrated software system required."	Please clarify whether there is any existing application/portal to be enhanced, or whether the bidder should build a fresh system from scratch.	Scope clarity needed to correctly size effort and estimate costs.	Bidder has to design & develop a fresh system.
4	"Trip destinations, OCR Aadhaar validation, transport submodule..."	Please clarify: (a) Will destinations be fixed master data or configurable by administrators? (b) Should the system integrate with Aadhaar APIs or rely only on OCR document validation?	Required to understand external integrations and admin role.	a) destinations shall be configurable by admin. b) System to be integrated with Aadhaar and should have feature of OCR document validation.
5	"Transport submodule: bus details, driver/conductor profiles, amenities checklists."	Kindly share an example of amenities checklist expected (e.g., first-aid kit, AC, seating capacity). Also clarify: will drivers/conductors have system login roles?	Needed to finalize data model, roles, and mobile app requirements.	Proposed System should be capable to add/delete/modify items as per requirement of client.
6	"Accommodation & meals planning..."	Please elaborate on how dietary preferences should be captured and managed in the system (dropdown, free-text, allergy indicators, etc.).	For accurate design of data capture fields and meal planning modules.	Proposed system should be designed and developed considering ease of use, performance, reports requirements, compatibility with different type of screen sizes.
7	"Real-time bus GPS tracking..."	Should bidders assume GPS hardware devices will be installed in buses, or can GPS tracking be enabled via driver's mobile app?	Impacts cost, technical architecture, and app design.	Available GPS tracking system shall be provided by Client. Proposed system should have enabling provision to integrate.
8	"Event logging for satsang, kirtan, meals, site visits."	Kindly clarify what information is expected in event logs (event type, time, participant list, media uploads?).	Needed to correctly design reporting and UI features.	Proposed system should maintain all types of System/Transaction logs including time stamping, Geolocation, IP etc. for troubleshooting, monitoring, audit, compliance, security etc.
9	"Financial Management module..."	Please confirm whether financial reporting should follow a department-specified format, or whether the bidder can propose a standard MIS/reporting structure.	To align reporting with the department's audit/compliance needs.	Selected bidder to provide user defined reports other than standard reports designed by selected bidder.

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10	"Bidders registered as a startup with Department of Industries & Commerce, Govt. of Punjab ... shall be exempted from eligibility criteria mentioned at Sr. No. 2 & 3."	Kindly confirm if exemption for Startups covers both Govt./PSU project experience (Sr. 2) and turnover requirement (Sr. 3), and whether such bidders are fully eligible to participate.	We are a registered Startup & MSME; clarity on exemption will confirm our eligibility since we don't have prior PSU/Govt. projects but have private-sector experience.	Pls refer clause 4.2.3. of the RFP
11	Earnest Money Deposit (EMD)	As an registered MSME company, we are requesting that exemption from EMD should be given	We are requesting exemption from EMD for MSME bidders as per the Govt. of India Rule 170 of GFR 2017	Pls refer clause 4.2.3. of the RFP
12	Detailed Scope of Work - Development of Web and Mobile Applications within one-month timeline	Kindly clarify if the one-month timeline includes requirement analysis, development, security audit, UAT, and deployment, or if some stages will be excluded/relaxed.	Considering the scale (Web + Mobile + Financial modules + OCR + GPS + dashboards), one month seems unrealistic without phased delivery.	No Change. As per RFP
13	Technical Requirements - Hosting at SDC	Please clarify whether the bidder is expected to provision servers at Punjab SDC or whether PSeGS will provide the hosting infrastructure (VMs, DB, Storage).	Infrastructure provisioning timelines and responsibilities must be clearly defined to avoid project delays.	Production environment will be provided by the Client. Sizing of infrastructure shall be decided in consultation with client.
14	Mobile Application - On-Trip Management	Please confirm whether both Android and iOS apps are mandatory or Android-only app suffices.	Timeline feasibility and adoption by target user base (primarily 50+ age group) depend on supported platforms.	Please refer corrigendum(Point no. 10)
15	OCR-based Aadhaar/ID proof data extraction	Clarify if integration with UIDAI Aadhaar API is required or only offline OCR is expected.	Integration with UIDAI requires separate approvals/compliance and may impact project scope and timeline.	Client will facilitate for Aadhar integration as per rules.
16	Project Timelines & Payment Terms - 56% payment on delivery, 4% monthly O&M	Request breakup of milestone payments (e.g., Requirement Analysis, Development, UAT, Go-Live) instead of a lump-sum 56% after 30 days.	Progress-based payment ensures financial viability for bidder and transparency for client.	No Change. As per RFP
17	Contract period - 6 months including development & O&M	Please clarify if O&M support is for 5 months post Go-Live or part of the 6-month overall contract.	Ambiguity in support duration impacts resource allocation and costing.	Please refer corrigendum(Point no. 11)
18	Support Services - 24x7 Critical, High, Medium, Low resolution SLAs	Request clarification if bidder needs to provide onsite 24x7 support or remote support suffices.	Cost and staffing implications differ significantly between onsite and remote support models.	Bidder may provide support onsite/offsite. Modes of support should be provided considering senior citizens and less digital literate.
19	Aadhaar API Integration	Please confirm whether the Department will facilitate UIDAI AUA/KUA access or expects the bidder to establish Aadhaar authentication services. Also, is authentication limited to demographic checks, or should biometric/OTP-based e-KYC be supported?		Client will facilitate for Aadhar integration as per rules. Aadhar Authentication shall be enabled as per provisions given by UIDAI.
20	Document OCR	Should OCR engine be developed in-house, or can bidder integrate third-party AI-based OCR (Google Vision, AWS Textract, NIC OCR)? If third-party is allowed, please clarify restrictions on data residency .		Bidders are free to use OCR Engine. Data should be resided as per data and security guidelines of Gol.
21	Registration Portal	Please share anticipated peak concurrent registrations (e.g., during campaign launches).		Bidder may make own assessment considering scheme type and system to be designed and developed accordingly.
22	Eligibility Logic	Can alternate proofs (Passport, Voter ID, PAN) be used if Aadhaar is unavailable?		Bidder are required to design and develop considering all type of alternates.
23	Role-Based Access	Please confirm role hierarchy (state-level admin, district officer, operator, auditor, vendor). Should role permissions be configurable by the Department?		Role permission to be configurable by admin.

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24	Data Export	What formats are required for data export (Excel, CSV, PDF, XML, API feeds)? Should exports be encrypted?		All standard formats as required by client. Exports may be encrypted depends on severity and confidentiality of data.
25	Trip Scheduling	Should scheduling engine allow last-minute changes (bus breakdown, weather disruption) with instant notification to travelers?		Yes, understanding is correct. System to be designed in such a way to handle all types of situations.
26	Bus Assignment	Will Dept. provide master data of buses and drivers, or should bidder build from scratch?		Yes. Client will provide data of buses and drivers. User interface is required to be designed and developed to add/delete/modify details.
27	Driver Verification	Should driver data be validated against RTO/Vahan-Sarathi databases?		Will be provided if available
28	Accommodation Allocation	Should allocation engine optimize for elderly-friendly features (ground floor, lift, wheelchair)?		Yes
29	Meal Planning	Should system manage dietary categories (diabetic-friendly, Jain, vegan)?		Yes. System should manage dietary categories (diabetic-friendly, Jain, vegan)
30	Vendor Mgmt	Who is responsible for empanelling hotels and meal vendors — Dept. or bidder?		Client will be responsible for empanelling hotels and meal vendors.
31	QR Attendance	Should attendance be QR-only or multi-factor (QR + Aadhaar OTP/Face recognition)?		Multifactor required.
32	Attendance Sync	Should mobile app support offline-first mode where data syncs once connectivity is restored?		Yes. mobile app should support offline-first mode where data syncs once connectivity is restored
33	GPS Tracking	Should GPS be visible only to admin or also to citizens' families (through portal/app)?		GPS should be visible to all stakeholders.
34	GPS Refresh	What is the expected refresh rate (5 sec/30 sec/1 min)?		Bidders are required to make its own assessment as per requirements of project.
35	CCTV Logs	Should CCTV be real-time streaming, stored footage, or event-triggered snapshots only?		Not in scope of this RFP.
36	Emergency Mgmt	Should mobile app have SOS button linking to admin control room/police?		Yes, system should have facility of SOS.
37	Messaging	Please confirm required notification languages (Punjabi/Hindi/English). Should alerts have failover (SMS → Push → IVR)?		English and Punjabi. Failover provisions to be made in the system
38	Feedback Collection	Should feedback forms support star ratings, NPS, and open text? Should AI/NLP-based sentiment analysis be included?		Feedback system should be developed in very convenient way having all types of options like Star Ratings, Radio buttons, Free text, Dropdowns etc. Sentiment analysis to be included.
39	Reporting Dashboards	Which BI tool is preferred (PowerBI, Tableau, open-source)? Should dashboards be real-time or daily batch?		Dashboards are to be on real-time basis. Bidder are free to choose any BI tool.

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40	Archival	What is data retention period (5/7/10 years)? Should storage be WORM (Write Once Read Many) for audit integrity?		Production environment will be provided by the Client. Sizing of infrastructure shall be decided in consultation with client.
41	Data Analytics	Should reports also include GIS maps (trip routes, state-wise participation)?		Yes. Reports also include GIS maps, trip routes, district-wise participation
42	Public Transparency	Should citizen-facing portal show consolidated feedback/ratings?		Yes. consolidate feedback/ratings is part of reporting module
43	Vendor Database	Will Dept. provide initial vendor master, or should bidder create?		Client will provide vendor master in excel format.
44	Payments	Should payments be routed through PFMS?		Yes
45	Invoicing	Must invoices comply with GSTN e-invoice schema?		Yes, Invoice must be compliant with GSTN compliant
46	Budget Control	Should system auto-flag anomalies (overspending, duplicate claims)?		Yes. System should have capabilities to autoflag anomalies and duplicate claims.
47	Audit Trail	Must audit logs be immutable (ledger/blockchain-based)?		Yes, Audit logs must be immutable.
48	Aadhaar API Logs	Should Aadhaar authentication logs be digitally signed for audit?		As per UIDAI guidelines.
49	SSO	Which protocol is in use — SAML 2.0, OAuth 2.0, or OpenID Connect?		Bidders are free to select protocol as per requirements of project.
50	SMS/Email	Will NIC/BSNL SMS/email gateways be provided, or should bidder procure?		Client will provide the SMS gateway.
51	SMS Volume	What is expected daily SMS/email volume?		SMS/e-mail gateway to be provided by the Client
52	GPS APIs	Are APIs standardized across transport vendors or different per vendor?		Client shall facilitate to get available APIs.
53	RFID	Should bidder supply RFID hardware or just integrate with existing?		Selected Bidder will only integrate.
54	GPS Data	Should GPS trip history be retained for audits? If yes, how long?		GPS trip history to be retained as per retention policy mutually agreed.
55	Payment Gateway	Should system support UPI Autopay/Recurring for vendors?		Payment gateway to be provided by the client. Selected bidder will be required to integrate the same.
56	Treasury Integration	Should all transactions pass via State Treasury before settlement?		Yes. However, actual requirement and SOP shall be shared with selected bidder during the project.
57	Hosting	Will Dept. provision MeghRaj/SDC infra, or should bidder include infra cost?		Production environment will be provided by the Client. Sizing of infrastructure shall be decided in consultation with client.
58	High Availability	Confirm SLA (99%, 99.9%) and DR site requirements (active-active, active-passive).		Production environment will be provided by the Client. Sizing of infrastructure shall be decided in consultation with client.
59	Backup	What is backup policy (daily/weekly)? Expected RPO/RTO?		Production environment will be provided by the Client. Sizing of infrastructure shall be decided in consultation with client.

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60	Security Scope	Must system comply with ISO 27001, OWASP Top 10, and CERT-In guidelines?		Bidders are required to comply with all security guidelines issued by Govt. of India/Govt. of Punjab from time to time
61	Reporting	Should uptime/availability reports auto-publish to Govt portal?		Yes. However, actual requirement and SOP shall be shared with selected bidder during the project.
62	API Standards	Must APIs follow MeitY Open API standards with Swagger documentation?		Bidders are required to comply with all security guidelines issued by Govt. of India/Govt. of Punjab from time to time
63	Tech Stack	Does Dept. prefer open-source stack (Java, PostgreSQL, Angular) or proprietary allowed?		Bidder is free to choose any technology stack
64	Training	How many staff need training? Should bidder provide e-learning modules in Punjabi/Hindi?		Appx. 50. Yes, learning materials to be provided in Punjabi and Hindi.
65	Hosting on MeghRaj/SDC	Please confirm if Department will provision MeghRaj/SDC infrastructure (VMs, storage, DB licenses, security appliances) or bidder must include complete infra cost.		Infrastructure to be provided by the Client at SDC. All DB licenses, OS to be provided by bidder.
66	Project completion timeline mentioned as 30 days from signing of contract.	Request to extend project timeline to 60 days for design, development, security audit, training, and hosting.	Considering multiple modules (web + mobile app), integration with SDC, and CERT-In audit, 30 days may not be practically sufficient.	No Change. As per RFP
67	Web application to be hosted at SDC and mobile app on play store credentials provided by client.	Please confirm if SDC infrastructure, credentials, and deployment support will be provided by PSeGS before UAT.	Deployment and integration timelines depend on timely access to SDC environment and credentials.	Infrastructure to be provided by the Client at SDC for hosting of application.
68	Development of both web-based and mobile-based application is mandatory.	Please confirm if both Android and iOS mobile apps are required, or Android only.	Impacts effort estimation, cost, and delivery schedule.	Please refer corrigendum(Point no. 10)
69	PoC demonstration includes registration, trip management, user interface, and innovation features.	Kindly confirm whether the PoC will be submitted as a live demo link or through recorded video during evaluation.	Helps plan for environment setup and demonstration logistics.	PoC is required at the time of technical presentation. A working solution demonstrating major functionalities of proposed solution is required to be presented. PPT/Figma/Videos etc. shall not be accepted during POC.
70	Startups registered with Punjab Govt. exempted from criteria 2 & 3.	Please confirm if DPIIT-registered startups (Govt. of India) are also eligible for similar exemption.	Aligns with Central Startup India policy and ensures wider participation.	As per RFP
71	All IPR shall belong to the client.	Request to allow non-exclusive rights to reuse generic modules/components not specific to client data or branding.	Encourages code reuse for efficiency without compromising client ownership.	No Change. As per RFP
72	Penalty of Rs. 500 per day for project delay.	Request to cap total delay penalty to 5% of contract value and include grace period of 7 days for justified reasons.	Fair to both client and vendor considering possible dependency delays.	No Change. As per RFP
73	Payment Terms: 56% after go-live, 44% on monthly O&M basis.	Request to revise to 70% post go-live and 30% during O&M.	Higher initial payout supports project cash flow and early resource engagement.	No Change. As per RFP
74	Security audit from CERT-In empanelled agency before Go-Live.	Please confirm if cost of audit will be borne by the client or bidder.	Impacts commercial quote; clarification needed.	Cost of Security audit to be borne by Bidder only.

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75	Project timeline: T2 = T1 + 30 days; O&M: T3 = T2 + 11 months. Separately clause 6.6 says contract valid for 6 months.	Kindly confirm the intended total contract duration and O&M period. The payment schedule table presently mentions only 60% of total payments (56% after Go-Live and 4% for O&M), while the remaining 40% payments are not defined. This creates ambiguity about the total payment structure. We therefore request: (a) to revise Clause 6.6 to reflect a 12-month contract period, comprising a minimum 2-month development phase and 10-month O&M, and (b) to clearly define the full 100% payment breakup, including the remaining 40% (whether linked to milestones, security audit, or final acceptance).	The clauses and payment schedule are inconsistent: Clause 6.4 indicates a 30-day development, Clause 6.6 refers to a 6-month contract, yet the table allocates 60% payment (56% + 4%), leaving 40% undefined. A minimum 2-month development window is more practical given the scope (web portal, mobile app, audit, testing). Explicitly defining the complete 100% payment structure and aligning it with the actual 12-month duration will ensure fair financial planning, risk assessment, and deliverable clarity for all bidders.	Please refer corrigendum(Point no. 7)
76	Scope includes complete end-to-end development of web portal, mobile application, integration, security audit, and UAT, with a completion timeline of 30 days.	Kindly consider revising the development timeline from 30 days to a minimum of 2 months to ensure adequate time for analysis, design, development, testing, security audit, and Go-Live activities.	The development scope covers multiple complex components — web and mobile applications, user registration, financial modules, OCR integration, and security audit. Completing all deliverables, testing, and compliance within 30 days is operationally impractical and may impact quality and stability. A minimum 2-month development period will allow for proper testing, user feedback, and audit completion, ensuring a stable and secure rollout.	No Change. As per RFP
77	CERT-In empanelled security audit required prior to Go-Live (at bidder cost).	It is requested to kindly clarify the expected timeline for completion of the CERT-IN audit and confirm whether submission of the audit report within the milestone window will be acceptable. Considering the statutory and procedural time required for security auditing, it is further requested to allow a minimum 2-month period for completion of all development, testing, and security audit activities before Go-Live.	As per standard industry practice, the CERT- IN security audit and remediation process generally takes 3–4 weeks, including initial testing, vulnerability resolution, and re- verification. Completing this process along with full development, testing, and documentation within a one-month window would be highly challenging. Allowing a 2- month development and audit timeline will ensure delivery of a robust, secure, and compliant solution that meets government cybersecurity standards.	No Change. As per RFP
78	Registration module mentions Aadhaar (if provided) and OCR extraction.	Confirm Aadhaar usage policy — will eKYC/Aadhaar authentication be required? Provide data privacy, consent & storage rules and indemnity clause for Aadhaar-related liabilities. Request sample documents and languages (Punjabi/English) for OCR.	Aadhaar and personal data use attract legal/regulatory obligations. Bidders need to know whether they must integrate with UIDAI or only store provided numbers and how consent must be captured.	As per UIDAI guidelines and other related Act/Rules.
79	OCR based data extraction and ease of filling for 50+ age group.	Provide sample images/scans, expected OCR accuracy, expected document types (Aadhaar front/back, PAN, handwritten forms), and confirm languages (Punjabi + English).	OCR approach & cost depends on document types and language. Clarity avoids under/over estimating OCR licensing and manual review needs.	Citizens will upload images which will be required to be OCR from/to Punjabi, English.
80	Financial module: vendor profiles, payments, budgets and audit reports.	Kindly Clarify integration needs with state payment systems (PFMS/SNA/Sparsh), desired payment workflows (auto payments or manual), and audit report formats. Confirm whether bidder must implement payment gateway/escrow functionality.	Integration with state financial systems often requires APIs, credentials and approvals; bidders need specifics to estimate effort and compliance needs.	SOP shall be shared with selected bidder. Client will facilitate in getting required APIs.

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81	The bidder should have executed or in the process of executing the "Similar Work" of minimum value Rs. 60 Lakhs in Government / large private organizations during the last five years as on 31.08.2025. The maximum mark for each project is 5 marks, subject to a maximum of 25 Marks	For fair, wider and competitive participation of bidder we request you to kindly amend the clause as mentioned below:- The bidder should have executed or in the process of executing the "Similar Work" of minimum value Rs. 60 Lakhs in Government / large private organizations during the last five years as on 31.08.2025. • Total project order value >= 60 lakhs - 10 Marks • Total project order value > =60 Lakhs to <80 Lakhs - 15 Marks • Total project order value >= 80 Lakhs - 25 Marks		No Change. As per RFP
82	Online application for individuals aged 50+ capturing personal details, contact info, ID proof/Aadhaar (if provided), preferred destination(s), and data retrieval from uploaded document through OCR. Automated age validation and unique registration ID generation.	What OCR technology will be used for document data extraction?		Bidder is free to choose any technology considering more than 95% accuracy.
83	The primary objective is to develop a user-friendly, secure, and scalable software system	Is there a preferred tech stack for mobile and web app development?		No. Bidder is free to choose any technology stack.
84	The primary objective is to develop a user-friendly, secure, and scalable software system	Should the app support offline mode for attendance tracking?		Yes, understanding is correct. System to be designed in such a way to handle all types of situations.
85	Realtime bus GPS tracking, optional CCTV logs reference and bulk messaging to travelers for updates/emergencies.	Are any third-party APIs expected to be integrated for GPS tracking or bulk messaging?		Yes. Client will facilitate in integration.
86	General Query	What are the minimum security audit standards required?		As per OWSAP guideline.
87	General Query	Will open-source technologies be acceptable for backend/frontend components?		Bidder is free to choose any technology stack.
88	General Query	Is there a requirement to integrate biometric devices for identity validation?		No
89	General Query	Can the system go live in phases or only in one final deployment?		As per RFP
90	General Query	Can scheduled downtime be automated and logged, or does it need manual approval each time?		As per RFP

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92	Organizational Financial Strength Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24. ● More than or equal to Rs. 3 Crore but less than Rs.5 Crore : 10 Marks ● More than or equal to Rs. 5 Crore but less than Rs. 10 Crore : 15 Marks ● More than or equal to Rs. 10 Crore: 20 Marks	Organizational Financial Strength Average Annual Turnover in any three of the last five financial years i.e. 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 ● More than or equal to Rs. 3 Crore but less than Rs.5 Crore : 10 Marks ● More than or equal to Rs. 5 Crore but less than Rs. 10 Crore : 15 Marks ● More than or equal to Rs. 10 Crore: 20 Marks	Request to include 2024-25 FY	Please refer corrigendum(Point no. 4)
93	Technical Manpower (B.E. / B.Tech. / BBA / BCA / B.Sc. or higher) on the rolls of the bidder: ● More than 50 and less than 100 : 03 Marks ● 100 or above and less than 150 : 05 Marks ● Above 150 : 10 Marks	Technical Manpower (B.E. / B.Tech. / BBA / BCA / B.Sc. or higher) on the rolls of the bidder: ● More than 25 and less than 50 : 03 Marks ● 50 or above and less than 75 : 05 Marks ● Above 75 : 10 Marks	Request to reduce criteria for MSME	No Change. As per RFP.
94	Net worth: The bidder has a positive net worth in the minimum number of years out of last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24: ● any three FYs : 7 Marks ● more than three FYs : 10 Marks	Request to include 2024-25	It is mentioned as Max Marks Allocated is 5 Marks but in criteria column it is mentioned as ● any three FYs : 7 Marks ● more than three FYs : 10 Marks	Please refer corrigendum(Point no 2)
95	The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.	In most of the RFP's MSME's are exempted based on GFR guidelines can MSME's get relaxation on EMD ?.	As per GFR 2017, Rule 170, Bid Security (also known as Earnest Money) is to be obtained from bidders, except Micro and Small Enterprises (MSEs) as defined under the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME).	No Change. As per RFP.
96	As said in the RFP that there is an existing manual process, so do we need to digitize any legacy data into the new system? If yes please specify what is the amount of data to be digitized?			No legacy data to be digitized by the bidder.

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97	Online application for individuals aged 50+ capturing personal details, contact info, ID proof/Aadhaar (if provided), preferred destination(s), and data retrieval from uploaded document through OCR. Automated age validation and unique registration ID generation. from uploaded document through OCR. "	Do the department already has an OCR or the bidder has to develop this OCR tool?		Bidder may develop/use any OCR tool.
98	Admin workflow for application review/approve/reject with automated SMS/e-mail status notifications."	Kindly confirm if the department will provide Email/SMS service and gateways? If the bidder has to arrange for this, please share the volume of SMS and Emails to be sent daily/weekly/monthly with attachment size to estimate the proper costing for this service		SMS and e-mail gateway will be provided by the Client. Selected bidder will be required to integrate the same.
99	Create/schedule pilgrimage trips with itinerary, start/end dates, traveller assignment to buses."	Creating trips, itinerary and everything is in the scope of the bidder? Do we need to provide content creation support resources for this scope? Will it be onsite, if yes then for what duration this resource need to be onsite? Kindly state how many resource are needed also?		Bidder has to develop the functionality to Create/schedule pilgrimage trips with itinerary, start/end dates, traveller assignment to buses in the web application.
100	On Trip Management"	Please specify if the department already has this attendance app or we have to create this whole system?		Bidder has to develop the attendance system.
101	On Trip Management"	For real-time GPS tracking, we hope GPS devices will be procured by the department and we just have to integrate this in the newly developed software? Please specify.		GPS tracking system shall be provided by Client.
102	Deliverables"	The timeline specified here is only 1 month, please extend this timeline as a software like this needs at least 6 months to get fully developed and be bug free.		No Change. As per RFP
103	Regarding maintenance period	In the deliverables it is mentioned the AMC will be for 11 months but in page 27 it is mentioned that the maintenance and support will be for period of 5 months		Please refer corrigendum(Point no. 11)
104	6.1. Detailed Scope of work The primary objective is to develop a user-friendly, secure, and scalable software system that digitizes the entire pilgrimage process, including: • Registration: o Online application for individuals aged 50+ capturing personal details, contact info, ID proof/Aadhaar (if provided), preferred	1. Devices & Tracking • Are we going to use QR scanners or people will use their phone cameras for check-ins? o Suggestion: Can we use the mobile for it? We can have one QR code per bus and using the mobile application passengers can scan the QR code for check-in. • Will the buses have separate GPS devices installed, or will we only use GPS from mobile phones for tracking? o Suggestion: We should use mobile phones GPS for tracking to save cost.		Attendance functionality to be developed by the bidder. Separate GPS devices (not to be provided by bidder) to be installed. Available GPS tracking system shall be provided by the Client.

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105	destination(s), and data retrieval from uploaded document through OCR. Automated age validation and unique registration ID generation. o Admin workflow for application review/approve/reject with automated SMS/e-mail status notifications. o Search & filter, master data management, and secure storage of applicant data. • Trip Management: o Create/schedule pilgrimage trips with itinerary, start/end dates, traveler assignment to buses. o Transport submodule: bus details, driver/conductor	2. Hosting & Infrastructure • Can you share details about the server we will use at your State Data Centre (SDC) or NIC Cloud? (How fast is the processor, how much memory, storage space, and which operating system?) • Which type of servers are available to us? (Linux servers, Windows servers, or cloud platforms like Kubernetes?) • Does your Data Centre automatically adjust resources when there's more or less demand (auto-scaling/load balancing)? • Will we get direct admin access to the server for setup and troubleshooting? (Via secure remote login like SSH or Remote Desktop) • Is VPN or any special secure connection needed to access the servers remotely?		Exact server details shall be shared with successful bidder only. VPN services to be provided by the Client.
106	profiles, amenities checklists. o Accommodation & meals planning, including dietary preferences and day wise menus. • On-Trip Management: o Boarding & attendance via mobile app/handheld with QR code checking. o Realtime bus GPS tracking, optional CCTV logs reference and bulk messaging to	3. Software & Tools • Can we install the latest version of the .NET software framework on the server? • Can the server run PostgreSQL database with the extra mapping features we need (PostGIS)? • Is there already a managed database service, or do we have to set up and manage the database ourselves? • Can we install tools for monitoring system performance and health on the server?		Bidder is free to choose any technology stack.
107		4. Security & Compliance • Who will provide the website's security certificate to enable secure browsing (SSL certificate)—the Data Centre or NIC? • Are there specific rules we must follow for protecting data in storage and while it's being sent? (For example, certain encryption standards) • Is there an existing system to manage user accounts and permissions, or do we need to create our own?		SSL certificate to be provided by the bidder. Bidder is free to choose any encryption standards subject to encryption standards are in compliance with MeitY guidelines.

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108		5. Integrations & APIs - Do you have existing APIs or available data sources for vendor information? - Suggestion: Can we initially use manual data entry for entering vendor information? - For sending emails from the system, is there an internal email server, or should we use an outside provider? - Suggestion: To reduce cost, can we get NIC's free SMS API and configure SMTP with existing government mail servers - Do we need to verify Aadhaar numbers using official UIDAI services, if yes, are you going to provide us access to the UIDAI APIs ? (This might involve full biometric/OTP based verification). - Suggestion: To keep the cost low, Can we skip verifying Aadhaar information with UIDAI? Instead we		SMS, e-mail gateway and Available APIs(Aadhaar, GPS, etc.) shall be provided by the Client.
109		6. User Load & Performance - How many users do you expect will be using the portal at the same time during busy periods? - Approximately how many people will use the system in a day during peak times, like registrations or trip starts? - Are there certain dates or times when traffic spikes happen, such as registration openings or start of trips?		Bidders are required to make its own assessment as per requirements of project.
110		7. Trip Event Logging - What events/actions/activities shall we log and for which type of users (admin, staff, pilgrims)? - Suggestion: Can we have specific buttons like "Meal Served", "Arrived at Sites", "Departure", "Satsang Activity", that the field staff can tap to log the activity? - How long is it required to keep these logs and is there any specific location or central logging system where these will be kept or just keep in database? - Are there any reports to be generated from the logged data?		Bidders are required to make its own assessment as per requirements of project.
111		8. Deliverables Would you prefer the project features to be delivered in milestones—for example, registration first, then admin dashboard, then mobile app—or should everything go live together?		No Change. As per RFP