

Request for Proposal for Selection of Agency for Implementation of Analytics Solution for MyGov
RFP Reference No. 2 (3)/2023-InCEP/MyGov 2.0
Tender Id: 2023_MyGov_750749_2
Date: 27/04/2023

Corrigendum – 2

Date of issue of Corrigendum: 17/05/2023

#	Pg. no./ref.no.	Existing clause	Amended clause
1.	11.16.1 Eligibility Criteria Page No: 34	2 d) Should have been operating for the last 10 years as on date of bid submission Proof required: Letter from Company Secretary/ Authorized Signatory / Statutory Auditor for operating business since last 10 years	2 d) Should have been operating for the last 4 years as on date of bid submission Proof required: Letter from Company Secretary/ Authorized Signatory / Statutory Auditor for operating business since last 4 years

Response to pre-bid Queries

Sr No.	RFE document reference(s) [Section, clause, and page number(s)]	Content of RFE requiring clarification(s)	Points of clarification	Draft Response from MyGov
1	Eligibility Criteria	Note: If the bidder is a Micro or Small Enterprise/Start-up as per latest definitions under MSME/ Department of Industrial Policy & Promotion (DIPP) rules, the bidder shall be exempted from the requirements of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents, as applicable to prove his eligibility for exemption must be submitted for evaluation.	We, M/s Integre Solutions Private Limited having our registered office at 465, The Elements, 3rd Floor, Udyog Vihar Phase V, Sector 19, Gurugram, Haryana 122016 would like to request you to consider Startup company for PQ exemption Or may add bidder/OEM.	As per RFP Refer page 36
2	11.16.1 Eligibility Criteria Page No: 34	2)d) Should have been operating for the last 10 years as on date of bid submission	We here by request you to change the criteria to: d) Should have been operating for the last 5 years as on date of bid submission As the existing criteria pushes out Startups from the Bidding Process	Refer Corrigendum-2

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3	Page number 14 6.1.1 Takeover, manage and maintain existing analytics solutions.	The agency has to takeover, manage, maintain the existing analytics solutions of MyGov detailed at Sec 5.1 and Sec 5.2 (a) of this RFP. The agency would be required to undertake the analysis of contents on various attributes such as semantic analysis, textual analytics, contextual analytics, sentiment analytics, hashtag analysis, correlational analytics, web analytics, etc. for structured, semi-structured and unstructured data sets. The analysis will be required by the various stakeholders for informed decision making. The Implementation agency will be required to undertake analysis, report generation and real time dashboarding of MyGov content using the tools and softwares presently integrated at MyGov as mentioned in Sec 5.3. The Agency will undertake all the required and ongoing activities to keep the system operational for MyGov in the stipulated timeline, and must deploy a dedicated team for analysis, report generation and real time dash-boarding of MyGov contents.	1. All the analysis mentioned in the section, Are these already developed, or do we need to develop it from scratch? If these analysis tool has already been developed, then to what extent they have been developed and what do we have to build on top of it?	As per RFP Existing Analytics solution is already developed. The agency has to takeover, manage and maintain existing analytics solutions.

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4	<p>Page No: 13 6.1 Propose and implement analytics tools for MyGov and Other social media</p>	<p>MyGov needs social media analytics tools for doing research and analysis on the content across social media with real-time and historical access to social and editorial conversations. The tools will be used in place of existing tools of MyGov as detailed in Sec 5.2 (b) with equivalent and advanced features. The social media tools should provide features including but not limited to:</p> <ul style="list-style-type: none"> i. Consumer segmentation and targeting based on behavioural analysis ii. Topics/conversation trend analysis with keywords & complex queries comparisons iii. Unlimited dashboard and report building iv. Run omnichannel analysis across news and social media v. Access content and dashboards on mobile app vi. Analysing unlimited keywords across channels vii. Response management on social media handles viii. Influencer analytics and management ix. Text, image, video, voice recognition, and speech analytics x. Sentiment segmentation and classification, scoring and AI engine xi. Data visualization and intelligence xii. Enriched Social Data feed APIs <p>The agency has to provide social media listening and analyzing tools fulfilling these requirements. The same</p>	<ol style="list-style-type: none"> 1. Can you provide more information about your current customer segments and how you currently target them? This will help us understand how we can use behavioural analysis to improve targeting. 2. Could you provide some examples of the specific topics or conversations you would like us to monitor and analyze and any complex queries you would like us to use? This will help us ensure we are capturing the right data and providing meaningful insights. 3. How would you like sentiment to be segmented and classified, and how would you like us to score it? This will help us ensure we are providing meaningful sentiment analysis 	<p>Details will be shared with selected bidder through RFP process</p>

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		<p>manpower provisioned for the project will handle these tools to generate reports and deliverables as and when required by MyGov. The agency will also ensure to build a capacity in the inhouse team of MyGov, so that they are well versed with the features and functioning of the new tools with specific training sessions provided to them.</p> <p>The agency should ensure that the tools should be provided with all the plug-ins & documentation which includes technical manuals, installation guides, user manuals, toolkit guides and troubleshooting guides etc.</p>		
5	<p>Page 19 6.1.4 Text and Language tools for Language Development</p>	<p>MyGov requires to analyze content in all regional languages, including English and Hindi. For this purpose, a text and language tool need to be integrated with MyGov existing solutions. The agency needs to procure and customize the tool according to the need of MyGov. The solution should be capable of Natural Languages Processing (NLP) and analyzing content in English, Hindi, and other regional languages as defined in this RFP.</p> <p>The tool which is to be proposed by the agency should be able to support analysis of content in English and Hindi from the day of 'deployment of the solution'. However, later other languages as updates/upgrades can be included. The list of languages includes Assamese, Gujarati, Hindi, Punjabi, Marathi, Bangla, Telugu, Tamil,</p>	<p>1. How many languages do we need to include in our scope?</p> <p>2. Do we have to include the cost of the tool in the proposal or it will be a separate cost based on the tool that will be chosen?</p>	<p>1. As per RFP , Refer RFP Page 19, Clause 6.1.4 for the list of languages</p> <p>2. As per RFP , Refer RFP Page 21 and 22 The cost of tool may be quoted under 12.3 ii) Financial Bid format section B and for language development cost may be quoted under section D</p>

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		<p>Kannada, Malayalam, and Odia.</p> <p>The solution should have the multi-lingual capability for integration of above-mentioned languages for meeting state specific requirements. However, MyGov reserves the right on deciding the languages for integrating in the solution. Once the language is decided to be integrated in the solution by MyGov, Implementation Agency will have time of 6 weeks to generate reports in the decided language through the analytical solution. New languages in addition to the named languages mentioned above may be added in the solution from time to time as per need basis.</p>		
6	Page 19 6.1.5 Deployment of Required Manpower	Deployment of Required Manpower	1. All the required resources will be offsite or onsite?	All the required resources will be onsite

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7	Pre bid Meeting and Pre bid Queries		This is in reference to the Pre-Bid meeting against the RFP Reference No. 2 (3)/2023-InCEP/MyGov 2.0 Dated: 27th April 2023 for Implementation Agency for implementing Analytics Solution for MyGov, request you to please provide 2 weeks for submission of the Pre-Bid Queries and Pre-Bid meeting be shifted accordingly. Sir, We are interested in working for the project and our team is working on collating the pre-bid queries however we would like additional time for submitting the same. Hopefully, you would accept our request.	Refer corrigendum-1 issued on 03/05/2023
8	Section 11.12 Clause : Partnership/Consortiums RFP PAGE NO. 33	Consortiums is not allowed for this engagement. bidding entity must be a single entity duly registered under the applicable laws of the country.	We would request to allow consortium for this RFP	As per RFP
9			Share virtual Pre-Bid meeting link	Refer corrigendum-1 issued on 03/05/2023
10			Request you to kindly share the pre-bid meeting link to join virtually	Refer corrigendum-1 issued on 03/05/2023

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11	11.16.1 Eligibility Criteria	b) Should have at least 25 resources with experience in web and social media analytics tools as on the date of submission of the bid	<p><u>We request you to kindly modify this clause as follows :</u> Should have at least 15 resources with experience in Data Analytics as on the date of submission of the bid</p>	As per RFP
12	11.16.1 Eligibility Criteria	b) Experience in deployment, management, and maintenance of social media analytics: The Bidder should have the experience in deployment, management, and maintenance at least one (1) project of analyzing social media/ websites/ blogsites, etc. using the proposed solution for any Central /State Govt / PSU /Pvt. entities /Global brands in India in the last 5 years from the date of publish of this RFP. Project should cover any 3 of the indicative techniques such as, semantic analysis, textual, contextual, sentiment against a configurable rule and keyword set/ hashtag and content summarization etc. The minimum Work Order value should be of amount INR 50 Lakhs.	<p><u>We request you to kindly modify this clause as follows :</u></p> <p>b) Experience in deployment, management, and maintenance of data analytics projects:</p> <p>The Bidder should have the experience in deployment, management, and maintenance at least one (1) project of analyzing govt data/social media/ websites/ blogsites, etc. using the proposed solution for any Central /State Govt / PSU /Pvt. entities /Global brands in India in the last 5 years from the date of publish of this RFP.</p> <p>Project should cover any 3 of the indicative techniques such as, semantic analysis, textual, contextual, sentiment against a configurable rule and keyword set/ hashtag and</p>	As per RFP

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			content summarization etc. The minimum Work Order value should be of amount INR 50 Lakhs.	
13	11.16.1 Eligibility Criteria	6) The proposed social media analytics tool should have been implemented in at least 1 clientele in India. The tool should have been implemented for at least 1 regional language (other than English) of India Self-Certificate from authorized signatory substantiating with documentary proof against the implementation of proposed tool as per requirement.	<p><u>We request you to kindly modify this clause as follows :</u></p> <p>6) The proposed analytics tool should have been implemented in at least 1 clientele in India. The tool should have been implemented for at least 1 regional language (other than English) of India Self-Certificate from authorized signatory substantiating with documentary proof against the implementation of proposed tool as per requirement.</p>	As per RFP
14	11.16.2 Technical Evaluation Criteria	<p>a) Experience in deployment, management, and maintenance of advance analytics solution:</p> <p>The bidder must have experience in at least one (1) similar project experience rendering services for implementing, managing, and maintaining advance analytics solutions for analyzing structured, semi structured and unstructured data sets using sophisticated tools and techniques for meaningful and actionable insights for any Central /State Govt / PSU in India in the last 5 years from the date of</p>	<p><u>We request you to kindly modify this clause as follows :</u></p> <p>a) Experience in deployment, management, and maintenance of advance analytics solution:</p> <p>The bidder must have experience in at least one (1) similar project experience rendering services for implementing/managing,</p>	As per RFP

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		<p>publish of this RFP. Project should include any 3 of the following techniques used for analytics: predictive analytics, data mining, text analytics, context analytics, pattern & trend identification, visualization, semantic analytics, sentiment analytics, network, and cluster analytics, etc. The minimum Work Order value should be of amount INR 1 Crore.</p> <p>1 Project: 4 marks 2 Projects: 8 marks</p>	<p>and maintaining advance analytics solutions for analyzing structured, semi structured and unstructured data sets using sophisticated tools and techniques for meaningful and actionable insights for any Central /State Govt / PSU in India in the last 5 years from the date of publish of this RFP. Project should include any 3 of the following techniques used for analytics: predictive analytics, data mining, text analytics, context analytics, pattern & trend identification, visualization, semantic analytics, sentiment analytics, network, and cluster analytics, etc. The minimum Work Order value should be of amount INR 1 Crore.</p> <p>1 Project: 4 marks 2 Projects: 8 marks</p>	

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15	11.16.2 Technical Evaluation Criteria	<p>b) Experience in deployment, management, and maintenance of social media analytics: The Bidder should have the experience in deployment, management, and maintenance at least one (1) project of analyzing social media/ websites/ blogsites, etc. using the proposed solution for any Central /State Govt / PSU /Pvt. entities /Global brands in India in the last 5 years from the date of publish of this RFP. Project should cover any 3 of the indicative techniques such as, semantic analysis, textual, contextual, sentiment against a configurable rule and keyword set/ hashtag and content summarization etc. The minimum Work Order value should be of amount INR 50 Lakhs.</p> <p>1 Project: 4 marks 2 Projects: 8 marks</p>	<p><u>We request you to kindly modify this clause as follows :</u></p> <p>b) Experience in deployment, management, and maintenance of data analytics: The Bidder should have the experience in deployment, management, and maintenance at least one (1) project of analyzing government data /social media/ websites/ blogsites, etc. using the proposed solution for any Central /State Govt / PSU /Pvt. entities /Global brands in India in the last 5 years from the date of publish of this RFP. Project should cover any 3 of the indicative techniques such as, semantic analysis, textual, contextual, sentiment against a configurable rule and keyword set/ hashtag and content summarization etc. The minimum Work Order value should be of amount INR 50 Lakhs.</p> <p>1 Project: 4 marks 2 Projects: 8 marks</p>	As per RFP

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16	11.12 Partnership/Consortiums	Consortiums is not allowed for this engagement. bidding entity must be a single entity duly registered under the applicable laws of the country.	We request you to allow to form association as this will help in bringing in more expertise from both domain and technological perspective, which will benefit the project.	As per RFP
17	Clause 11.16.1 : Eligibility Criteria	<u>Annual Turnover</u> The bidder should have an average annual turnover of at least INR 15 Crores for the last 3 audited financial years. (FY 2019-20, 2020-21 & 2021-22)	We are a 2 year old entity with average annual turnover for previous 2 years as 10 crores and are also a micro firm as per our MSME registration. We request you to allow bidders who have not completed 3 financial years as well as 15 crores turnover.	As per RFP Refer page 36
18	Experience	The bidder must have experience in at least one (1) similar project experience rendering services for implementing, managing, and maintaining advance analytics solutions for analyzing structured, semi structured and unstructured data sets using sophisticated tools and techniques for meaningful and actionable insights for any Central /State Govt / PSU in India in the last 5 years from the date of publication of this RFP. Project should include any 3 of the following techniques used for analytics: predictive analytics, data mining, text analytics, context analytics, pattern & trend identification, visualization, semantic analytics, sentiment analytics, network, and cluster analytics, etc. The minimum Work Order value should be of INR 1	Similar category software has been developed by us for Premiere private universities such as Kalinga Institute of Industrial Technology (KIIT). As a result, we suggest that you allow bidders with experience developing similar software for private organizations.	As per RFP Refer page 36

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19	Page number 6, SL No. 13	Bid Submission date & time	Considering the detailed requirements of the RFP, we are submitting queries for clarification. Subsequent to receiving query responses we are requesting atleast 2 weeks' time to submit the proposal, beyond the current last date of submission	Refer corrigendum-1 issued on 03/05/2023
20	Page number 8, Sec No. 5	These activities invite a huge volume of structured, semi structured, and unstructured data	What is the approx. vol. of these data? 1. considering the historical analysis of data also. 2. Will there be any data migrations from existing applications to the new platform?	1. Volume of website data can be assessed from activities conducted at MyGov. Cumulative numbers of activities are also given in RFP. 2. Data migration may happen in future.
21	Page number 9, Sec No. 5.3 (SI No. 5)	OBIEE 12.2.1.4	Are there any BIP reports used?	Yes
22	Page number 9, Sec No. 5.3	The Tools & Analytical Solutions Currently Being Used at MyGov:	Does the scope also includes EOL/EOS upgrade/update of the servers & softwares listed in this table?	As per RFP Refer page number 9 Sec 5.3
23	Page number 12, Sec No. 6.1 (b)	Propose and implement social media analytics tools for MyGov and Other social media	What are the pitfalls of the existing social media analytics tools (Talkwalker and Meltwater tool)? Will the newly implemented tool(s)/solution is expected to replace these 2 tools?	The agency is free to propose existing tools or any other advanced tool meeting RFP requirements.

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24	Page number 12, Sec No. 6.1 (d)	Propose text and Language tools for Language Development	As we understand that currently "Lexalytics" is used for Text analytics. Is the new proposed tools/solutions expected to replace this tool or work in concurrence with it?	The agency is free to propose existing tool or any other advanced tool meeting RFP requirements.
25	Page number 12, Sec No. 6.1 (c)	Data analysis, report generation and provision for real time dashboarding	1. What are the sources for the real time dashboards. 2. What are the different views that needs to be integrated with the Google Analytics dashboard (multi-level information)	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process
26	Page number 15, Sec No. 6.1.3	The minimum set of current and proposed reports which are required to be delivered by the implementing agency through the analytics solution are tabulated below (Indicative):	What is the user base (~ no. of users of these reports)	MyGov internal users as detailed in the RFP Page no 7 Clause 4
27	Page number 15, Sec No. 6.1.3	The minimum set of current and proposed reports which are required to be delivered by the implementing agency through the analytics solution are tabulated below (Indicative):	How many reports are Scheduled vs Manual? What is the frequency of adhoc reports expected?	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process
28	Page number 17, Sec No. 6.1.3 (iv)	The agency will have to start generating required customized reports within 3 days of intimation	Considering the changes at Data Level (new taxonomy, data model, ETL, datamart, view changes) & Report level (build/testing/deploy) - 3 days of report creation from the date of intimation is sometimes difficult. Requesting to increase to atleast a week time.	As per RFP, please refer Page number 17

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29	Page number 18, Sec No. 6.1.3 (viii) e	Implementation Agency must integrate login of the analytics solution with MyGov authentication framework	Are there any current authentication/authorization framework implemented for role-based access for the analytics solution?	Role-based access for the analytics solution has been provisioned in the existing solution through MyGov Auth Framework
30	Page number 18, Sec No. 6.1.4	Implementation Agency will have time of 6 weeks to generate reports in the decided language through the analytical solution	Build models and training using NLP for a new additional language in 6 weeks (including Code, build, test, train, deploy in prod) is less duration, hence we request to increase it to 12 weeks.	As per RFP please refer Page number 17
31	Page number 18, Sec No. 6.1.4	Text and Language tools for Language Development	Are all the content and data related to of MyGov website currently in English ONLY?	MyGov is available in 11 regional languages , pls refer MyGov website www.MyGov.in
32	Page number 21, Sec No. 6.1.6 (vi)	Annual Technical Support cost for 3 years shall be inclusive of all the support and maintenance charges such as Helpdesk Support, Application support and Annual Technical Support charges quoted by the Implementation Agency.	Helpdesk support, application support, production support and maintenance personnels are not included in the resourcing section [6.1.5 Deployment of Required Manpower]?	It has to be provisioned under the Annual Technical Support charges , please refer Page no-21 Sec 6.1.6
33	General	Data Types	Kindly let us know the data from the sources which need to be analysed and visualized (structured, semi-structured or unstructured)?	All types of data need to be analyzed. Please refer RFP and MyGov website.
34	General	Existing Database	Kindly let us know, if there is any existing database where all the excel files are collaborated, if available.	Yes, further details will be shared with selected bidder through RFP process

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35	General	Hosting Infrastructure	Kindly let us know is there any scope of the data migration from on premise to cloud or vise versa?	Data migration may happen in future
36	General	Technical Requirement	Will there be any historical data to be migrated and analysed? Also, are any historical data to be migrated? Kindly let us know.	Historical data needs to be analysed and data migration may happen in future
37	General	Technical Requirement	Kindly let us know, what will be the size/Volume of the data which is going to processed for Analysis and visualization	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process
38	General	Hosting Infrastructure	kindly let us know if the licensed cost of Infrastructure will be borne by the selected bidder or the client.	As per RFP
39	General	Technical Requirement	kindly let us know, are there any visualization tools/ETL are present with the client	As per RFP
40	General	Technical Requirement	Any preference of technology stack (integration and Visualization) present with the client?	As per RFP
41	General	Visualization	Kindly let us know, approximately how many Dashboard/Reports to be developed?	As per RFP
42	General	Visualization	Kindly let us know the approximate KPIs count for which dashboard will be built.	All required details have been shared in the RFP, further details will be shared with selected

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				bidder through RFP process
43	General	Visualization	How many end users are going to use the Dashboards(state Official/Operational Team etc)	As per RFP
44	General	Visualization Tool	Requesting to kindly let us know if there is any preference of using any particular visualization tool or COTs (licensed) product. Also kindly let us know if the license cost of purchasing the visualization tool will be borne by client or the selected bidder.	As per RFP
45	Fact Sheet/ 6	Performance Security - 3% cost of the discovered through tender Process	Would you kindly explain this? It replaces the EMD and the tender fee. 3% of our total bid, with or without GST, is applied.	3% including GST
46	6.12/Propose and implement / 13	MyGov needs social media analytics tools	How many mentions were necessary, and how long ago must the historical data be? Do you also need news analysis? Is it on a national or worldwide level?	As per RFP
47	6.1.3/Data Analysis & Reporting/14	Unlimited dashboard and report building	How many users would access these dashboards? Is it required to available in Internet world or Intranet world	As per RFP
48	6.1.3/Data Analysis & Reporting/17	The requirement of real time customizable dashboards for various	What is the level of customization of the reports	As per RFP

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		stakeholders	expected? And what is the frequency	
49	6.1.3/Data Analysis & Reporting/17	Open for all dashboard	What features are expected in the Citizen facing dashboard for the public? Where this would be hosted? What is the peak load expected? Analytics for Chatbots Embedded - Can you elaborate on this more and is there an API available?	As per RFP
50	6.1.5/ Deployment of Required Man Power	The agency must deploy 6 resources	Who is taking care the Analytics Servers Management, their Quarterly Vulnerability Assessment/ VA and Other Deveopment	The existing service provider
51	6.1.6/Annual Technical Maintenance/18	Real-time tag clouds	Are there any streaming sources considered for the real-time analytics? Will MyGov provide access to those?	These will be shared with selected bidder through RFP process
52	6.1.6/Annual Technical Maintenance/20	The support from Implementing Agency will comprise of the first point of contact for MyGov users and stakeholders for resolving all solution related incidents or service requests including but not limited to the help on the navigation of the solution.	Does the scope include hardware maintenance? Will myGov provide adequate infrastructure to scale as the demand grows?	MyGov would provide infrastructure
53	6.1.6/Annual Technical Maintenance/22	The Implementation Agency shall provide helpdesk number and email ID for users to log incidents or service requests	Is there any ticketing tool being used for ATM? If need to be procured will that be at the cost of MyGov or the bidder?	As per RFP

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54	6.1.6/Annual Technical Maintenance/22	Application support include, but not limited to, solution stability monitoring, annual technical support, troubleshooting and addressing the functionality, availability, and performance issues, etc.	Is application performance monitoring is a part of the solution?	Yes
55	12.2 Annexure 2/ Technical Evaluation Criteria compliance checklist / 51	Max Score	Do we need to fill the Max Score column or it should be empty	Self score to be filled by bidder , evaluation will be done by MyGov
56	12.4.10 Form 10 Format for OEM Authorization	Availability of Spares for a period of 5 years	Please limit this to three years. Due to the unpredictable nature of social media, OEMs cannot issue certificates for five years.	As per RFP
57			1. What is the current total Data Volume and what is the percentage YoY growth?	Volume of website data can be assessed from activities conducted at MyGov. Cumulative numbers of activities are also given in RFP. further details will be shared with selected bidder through RFP process
58			2. What is the total number of users who are going to access the reports and dashboards?	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process

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59			3. Please specify total number of concurrent users accessing the analytics platform at peak load times.	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process
60			4. Are the bidders allowed to use current set of licenses of existing analytical stack and are the licenses sufficient to meet the load demands or the bidder has to get additional licenses for current scope of work?	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process. The bidder is free to propose existing or new advanced solutions meeting RFP requirement
61			5. Please categorize how much data is structured, semi-structured and unstructured. And what kind of use cases expected on Images and Audio/Video data.	All required details have been shared in the RFP, further details will be shared with selected bidder through RFP process
62	11.12 Partnership / Consortiums Page No. 32	Consortiums is not allowed for this engagement. bidding entity must be a single entity duly registered under the applicable laws of the country	We would like to request you to kindly allow Consortium or Partnership to participate in this tender, so experience of all the Consortium Partners will be considered jointly for evaluation.	As per RFP
63	9. Payment Schedule Page No. 23	To be Paid Quarterly basis subject to deductions / penalties if any	We kindly request you to please accept the monthly payment terms instead of Quarterly Payments. Monthly payments will help us to manage our cash flow better	As per RFP

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64			1. We have working for the last 4 years and the 5th year is ongoing on and the Eligibility Criteria asking for the 10 year presence as a registered company- Please consider the year relaxation.	Refer Corrigendum-2
65			2. In Average annual turnover criteria : In RFP it is asking for 15 cr but Financial year 2019-20, 20-21 an 21-22, we have 5 cr average turnover and for 2022-23 Financial year, we have 35 cr business turnover only- Please consider the Turnover criteria.	As per RFP Refer page 36
66			3. In the payment term, can it be possible for a monthly or milestone basis which will be good where quarterly will be challenging for us.	As per RFP