

Request for Proposal (RFP) for Design, Development, and Maintenance of Web Portal, Mobile App, and Chatbot for Coaching Institutions and Stakeholders (Bid Reference: GEM/2026/B/7169767 dated 30.01.2026)

Date: 09.02.2026

Notice
Responses to Pre-Bid Queries

Amendments

S.No	RFP Page No.	RFP Clause details	Existing Clause in the RFP	Amended Clause in the RFP
1	32	Eligibility Criteria, For Empanelled Vendors, point no 3 & For Non Empanelled Vendors, point no 9	<p>Bidder's Experience in developing one ERP/Portal solution with Payment Gateway integration for the same portal for any Educational Institute in India**</p> <ul style="list-style-type: none"> • Bank may ask for any other documentary proof for the solutions that may include PO, Agreement and UAT Acceptance/Go Live Certificate, Copy of Bank Guarantee. • If it is found by the Bank that the documentary proofs, Certificates etc. submitted by the bidders are unsatisfactory/forged, Bank may blacklist the bidder for this and further RFPs. <p>*Purchase order (P.O.) related to Manpower providing/Overseas project will not be considered. Just by merely submitting a single page purchase order will not suffice the requirement, bidder has to submit complete details as per requirement of bank Copy of minimum of one Purchase Order and agreement to be submitted by bidder. Payment Gateway Aggregators will not be eligible to participate in the RFP.</p>	<p>Bidder's Experience in developing one ERP/Portal solution with Payment Gateway integration for the same portal for any Government Department/ PSU/ PSB etc. in India **</p> <ul style="list-style-type: none"> • Bank may ask for any other documentary proof for the solutions that may include PO, Agreement and UAT Acceptance/Go Live Certificate, Copy of Bank Guarantee. • If it is found by the Bank that the documentary proofs, Certificates etc. submitted by the bidders are unsatisfactory/forged, Bank may blacklist the bidder for this and further RFPs. <p>*Purchase order (P.O.) related to Manpower providing/Overseas project will not be considered. Just by merely submitting a single page purchase order will not suffice the requirement, bidder has to submit complete details as per requirement of bank Copy of minimum of one Purchase Order and agreement to be submitted by bidder. Payment Gateway Aggregators will not be eligible to participate in the RFP.</p>

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2	24	<p>Distribution of Marks for the above Evaluation Criteria</p> <p>a) Bidder's Experience, Point no 3</p>	<p>Bidder's Experience in developing one ERP/Portal solution with Payment Gateway integration for the same portal for any Educational Institute in India. (Purchase Order or Agreement along with Completion certificate/Live Certificate to be submitted. Here portal means any portal developed for any Educational Institute in India)</p>	<p>Developed and Implementation of one ERP/Portal solution with Payment Gateway integration and mobile application for the same portal for any Educational Institute</p>	<p>Marks</p> <table border="1"> <tr> <td>Yes</td> <td>3</td> </tr> <tr> <td>No</td> <td>0</td> </tr> </table>	Yes	3	No	0	<p>Bidder's Experience in developing one ERP/Portal solution with Payment Gateway integration for the same portal for any Government Department/ PSU/ PSB etc. in India). (Purchase Order or Agreement along with Completion certificate/Live Certificate to be submitted.)</p>	<p>Developed and Implementation of one ERP/Portal solution with Payment Gateway integration for the same portal for any Government Department/ PSU/ PSB etc. in India.</p>	<p>Marks</p> <table border="1"> <tr> <td>Yes</td> <td>3</td> </tr> <tr> <td>No</td> <td>0</td> </tr> </table>	Yes	3	No	0						
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3	72	PART – II Commercial Bid	<p>Price Schedule</p> <p><i>Price is to be quoted inclusive of taxes in GeM Portal, hence commercial bid is to be taken with base price as well as applicable tax).</i></p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Modules</th> <th>Basic Package / Additional Items</th> <th>Price in Rs. (Inclusive of Taxes)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Software Development Cost of Portal and mobile application as per the scope</td> <td></td> <td></td> </tr> </tbody> </table>		S. No	Modules	Basic Package / Additional Items	Price in Rs. (Inclusive of Taxes)	1.	Software Development Cost of Portal and mobile application as per the scope			<p>Price Schedule</p> <p><i>Price is to be quoted inclusive of taxes in GeM Portal, hence commercial bid is to be taken with base price as well as applicable tax).</i></p> <table border="1"> <thead> <tr> <th>S. No</th> <th>Modules</th> <th>Basic Package / Additional Items</th> <th>Price in Rs. (Inclusive of Taxes)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Software Development Cost of</td> <td></td> <td></td> </tr> </tbody> </table>		S. No	Modules	Basic Package / Additional Items	Price in Rs. (Inclusive of Taxes)	1.	Software Development Cost of		
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			of work (One Time Cost for platform Development) which includes necessary SSL Certificates:	Basic Package with one year warranty		Portal and mobile application as per the scope of work (One Time Cost for platform Development) which includes necessary SSL Certificates:	Basic Package with one year warranty		
		2.	Project planning, Requirement Gathering, Architecture diagram / Schema Definition, DDL for KT (Knowledge Transfer) and Documentation (FRS, SRS, SDD).			2.		Project planning, Requirement Gathering, Architecture diagram / Schema Definition, DDL for KT (Knowledge Transfer) and Documentation (FRS, SRS, SDD).	
		3.	Software Hand Holding & User Acceptance Testing (UAT)			3.		Software Hand Holding & User Acceptance Testing (UAT)	
		4.	Integration Charges with various Portals and Systems (Payment gateway, SMS/Email Gateway, proposed help desk ticketing system for escalation & Geo-tagging API and other as mentioned in the RFP			4.		Integration Charges with various Portals and Systems (Payment gateway, SMS/Email Gateway, proposed help desk ticketing system for escalation & Geo-	
		5.	Virtual Demo/ Physical Demo (as per the requirement)		Additional Items				
		6.	Data Migration Cost for Old records		Additional Items				

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Clarifications/Responses of Pre-Bid Queries

S. No	Page No.	Para No.	Description (Ref: GEM/2026/B/7169767 dated 30.01.2026)	Query details	Bank's Response
1	44 & 28	FUNCTIONAL SCOPE>>S.no. 6. Technical Scope & Technical Specifications>>S.no. 3. Hosting & Infrastructure	The system will be hosted on State Data Centre with high fault tolerance and disaster recovery capabilities. The selected bidder should help in hosting the application in the State Data Centre as per the Government requirement.	The RFP states that the application will be hosted in the State Data Centre (SDC) and the bidder shall "help in hosting. Will the SDC infrastructure (compute, storage, network, firewall, WAF) be provided by the Bank/Government, or is it in the bidder's scope to provision the same?	Department will facilitate successful bidder in Hosting related activities at State Data Centre as per guidelines of State Government. Hosting charges w.r.t Hardware will be borne by Bank/Department, However any Software licenses applicable for Hosting to be borne by the Bidder. Also refer Addendum 3.
2	28	Technical Specifications>>S.no. 3. Hosting & Infrastructure	The system will be hosted on State Data Centre with high fault tolerance and disaster recovery capabilities. The selected bidder should help in hosting the application in the State Data Centre as per the Government requirement	While high availability and fault tolerance are mentioned, DR architecture and metrics are not defined. Is a separate DR site mandatory? If yes, please specify RPO/RTO expectations and whether DR infrastructure will be provided by the Bank or is in bidder scope.	DR site is available at State Data Center.

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3	27	Technical Specifications>>S.no. 2. Data migration from existing system	The system should include robust data migration tools for transferring existing data from legacy systems, ensuring data accuracy and integrity during the transition.	The RFP mandates data migration but does not describe the source system. Please confirm whether there is an existing portal/system from which data needs to be migrated. If yes, kindly indicate: • Type of system (portal/ERP) • Approximate data volume • Data formats (DB / CSV / API).	Details will be shared with successful bidder
4	42	FUNCTIONAL SCOPE>>B. Administrative Inspection and Monitoring Module	<ul style="list-style-type: none"> • Role-based secure login for officers at Head Office and District level. • Real-time dashboards showing applications, approvals, renewals, and expiries. • Facility to upload inspection reports, photos, and remarks. • District-wise and category-wise reports for monitoring and analysis. • Centralized monitoring console for the Education Department. 	The Administrative Inspection module implies field usage, but offline capability is not specified. Is offline data capture (mobile app) required for inspections with later synchronization, especially in low connectivity areas?	Provision must be available in App for offline data upload.
5	43	FUNCTIONAL SCOPE>>E. Artificial Intelligence Enabled Chatbot	<ul style="list-style-type: none"> • AI-based bilingual chatbot (Hindi and English). • Support for registration, renewal, and grievance queries. • Integrated guidance for users and automated responses for FAQs. 	The RFP mentions an AI-enabled chatbot but does not define its intelligence level. Please clarify whether the chatbot is expected to be: <ul style="list-style-type: none"> • Rule-based • NLP/ML-based • Integrated with any existing Bank chatbot platform. 	Initially Chatbot will be designed on FAQ basis later on A.I enabled chatbot.

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6	45	FUNCTIONAL SCOPE>>S.no. 6. Technical Scope	<ul style="list-style-type: none"> • Integration with: <ul style="list-style-type: none"> o Existing Portals and Systems o Payment gateway o SMS/Email Gateway (notifications) 	<p>Payment gateway integration is mandatory, but ownership is unclear.</p> <p>Will the payment gateway credentials, settlement, and reconciliation be managed by the Bank, or is the bidder expected to onboard and manage a gateway as part of the solution?</p>	<p>Payment Gateway Aggregator will be provided by Bank remaining responsibilities lies with successful bidder.</p>
7	28	Technical Specifications>> S.no.5. Security Requirements	VAPT audit will be conducted by the bank. The successful bidder shall be responsible for resolving all identified vulnerabilities.	The RFP mandates VAPT and CERT In audits but does not define frequency. Please clarify: Whether VAPT / security audits are required only at Go-Live or periodically (e.g., every 6 months) Whether re-testing after vulnerability fixes is mandatory within project timeline	VAPT audit is mandatory before Go live and after every major changes or annual basis.
8	27 & 65	Technical Specification>>S.no. 1.Web-based Centralized Application and Website Management	The proposed "Coaching Institute Management Portal" is a Web-based robust, scalable, secure, and modular platform capable of handling high traffic and ensuring 24x7 availability.	The solution is described as scalable and high-traffic capable, but no benchmarks are given. Please specify expected concurrent users, peak loads, or transaction volumes to enable appropriate application and database sizing.	<p>Estimated minimum user details are as :</p> <p>(i) peak concurrent users : 1000</p> <p>(ii) estimated number of coaching institute registrations : 2000</p> <p>(iii) expected number of student/grievance transactions per day : 500</p> <p>(iv) data storage growth expectations : Minimum 10 documents per institute so</p>

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					average may be minimum 20,000 documents and then regular work.
9	28 & 66	Technical Specification>>S.no. 5.Security Requirements	Role-Based Access Control (RBAC).	The RFP mentions RBAC but does not define user roles. Will the Bank provide a predefined role hierarchy and permission matrix, or is the bidder expected to design the entire role & access model for administrators, inspectors, institutions, students, and public users?.	Successful bidder will coordinate with the department and define user roles.
10	44	Key Functional Components>>C. Emergency Dashboard for District/Police Control Room	• Auto-generation of incident report and audit log.	Audit logs are mandatory, but retention is not specified. Please clarify the audit log retention period	As per GIGW, Government of India, State Government Guidelines issues from time to time.
11	72	Additional Item – Hosting Charges	Hosting Cost Responsibility at SDC	RFP states “Hosting charges... to be borne by the Bidder”. Kindly clarify whether complete infrastructure at State Data Centre (servers, storage, network, security appliances) will be provisioned by Bank/SDC, or bidder must procure and bear all hosting infrastructure charges. Also request SDC hosting tariff/baseline sizing for accurate quote.	Department will facilitate successful bidder in Hosting related activities at State Data Centre as per guidelines of State Government. As per State Government Policy, all the application to be hosted on State Data Center only and here in this case as well bidder has to host the data at State Data Centre and

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						<p>department will facilitate the same by taking necessary approvals.</p> <p>Hosting charges w.r.t Hardware will be borne by Bank/Department, However any Software licenses applicable for Hosting to be borne by the Bidder.</p> <p>Also refer Addendum 3.</p>
12	65	Hosting on SDC with DR Clause	Missing Infrastructure Sizing Details		<p>RFP mandates hosting at State Data Centre with high fault tolerance and DR, however no sizing details (vCPU, RAM, storage, IOPS, bandwidth, expected concurrent users) are provided. Kindly share expected sizing baseline to enable bidders to quote hosting charges accurately.</p>	<p>Department will facilitate successful bidder in Hosting related activities at State Data Centre as per guidelines of State Government.</p> <p>Hosting charges w.r.t Hardware will be borne by Bank/Department, However any Software licenses applicable for Hosting to be borne by the Bidder.</p> <p>Also refer Addendum 3.</p>

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13	66	Disaster Recovery Requirement	DR Scope and Expectations		Kindly clarify whether DR site is already available under State Data Centre infrastructure or bidder must implement DR setup end-to-end. Also confirm expected RPO/RTO requirements and whether periodic DR drills/testing are required during the contract period.	DR site is available under State Data Centre infrastructure.
14	45	Backup and DR System Mention	Backup Policy and Retention		RFP mentions Regular data backup and disaster recovery system. Kindly confirm required backup policy (daily/weekly/incremental), retention period, and whether backup storage is included under bidder's hosting charges.	As per GIGW, Government of India, State Government Guidelines issues from time to time. Also refer Addendum 3.
15	46	Payment Terms Section: Data Migration Cost	Data migration cost (Upon submitting necessary documentary proof attested by Govt. dept. authorized signatories.) : 100% payment will be made to the vendor.		Existing System and Data Migration Volume. Kindly clarify whether any existing portal/app/database is operational and the approximate volume/source of data to be migrated (number of institutes/students/grievances).	Details will be shared with successful bidder
16	43	FUNCTIONAL SCOPE>>E. Artificial Intelligence Enabled Chatbot	<ul style="list-style-type: none"> AI-based bilingual chatbot (Hindi and English). Support for registration, renewal, and grievance queries. Integrated guidance for users and automated responses for FAQs. 		Kindly clarify whether chatbot is expected to be rule-based FAQ driven or NLP/AI based. Also confirm whether FAQs/training dataset content will be provided by the Bank/Department.	Initially Chatbot will be designed on FAQ basis later on A.I enabled chatbot.

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17	66 / 72	Hosting on SDC + Hosting Charges borne by Bidder	Expected Concurrent Users & System Load	Since the application is mandated to be hosted on State Data Centre (SDC) and hosting charges are to be borne by the bidder, kindly provide the expected system sizing parameters such as (i) peak concurrent users, (ii) estimated number of coaching institute registrations, (iii) expected number of student/grievance transactions per day, and (iv) data storage growth expectations. This is required to accurately estimate hosting and DR charges.	Estimated minimum user details are as : (i) peak concurrent users : 1000 (ii) estimated number of coaching institute registrations : 2000 (iii) expected number of student/grievance transactions per day : 500 (iv) data storage growth expectations : Minimum 10 documents per institute so average may be minimum 20,000 documents and then regular work. Also refer Addendum 3.
18	35	Eligibility Criteria>>For Non-Empanelled Vendors>>s.no.3	Implementation Experience (Number of Implementation) Minimum three ERP / Portal projects for Central / State Government schemes should have been carried out by bidder in India. • Bank may ask for any other documentary proof for the solutions that may include PO, Agreement and	Request for relaxation in experience certificate requirements as per MSME & Startup norms.	Please adhere to the Terms and Conditions of the RFP.

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			<p>UAT Acceptance/Go Live Certificate, Copy of Bank Guarantee.</p> <ul style="list-style-type: none"> If it is found by the Bank that the documentary proofs, Certificates etc. submitted by the bidders are unsatisfactory/forged, Bank may blacklist the bidder for this and further RFPs. <p>*Purchase order (P.O.) related to Manpower providing/Overseas project will not be considered. Just by merely submitting a single page purchase order will not suffice the requirement, bidder has to submit complete details as per requirement of bank Copy of minimum of three Purchase Order and agreement to be submitted by bidder. Payment Gateway Aggregators will not be eligible to participate in the RFP.</p>		
19	-	Eligibility Criteria-General query	Bidder's Experience in developing one ERP/Portal solution with Payment Gateway integration for the same portal for any Educational Institute in India **	Request for relaxation in experience certificate requirements as per MSME & Startup norms.	Please adhere to the Terms and Conditions of the RFP. Also refer Addendum 1.

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