

Corrigendum/ Addendum

This is in reference to the Request for Empanelment (RFE) for Empanelment of Partner Agencies for Deployment of AI/ML Resources and Discovery of Rates for AI Specific Manpower that was floated at Central Public Procurement Portal (CPPP) vide 2025_DIT_885957_1, dated 18.11.2025.

1. The response to clarification regarding the pre-bid queries and corrigendum / addendum is attached herewith in Annexure “A”.
2. The prospective bidders are requested to kindly make note of these and submit the bid in time.
3. This is issued with the approval of competent authority.

Aditi Singh

(Director – NeGD)

Corrigendum/Addendum

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			Activity	Date/Deadline	Remarks	Activity	Date/Deadline	Remarks
1.	15	1.1 Important Dates	Release of RFE	18 November 2025	Published on NeGD and CPP portals	Release of RFE	18 November 2025	Published on NeGD and CPP portals
			Last date for submission of queries	24 November 2025	Email: director.pm@digitalindia.gov.in	Last date for submission of queries	26 November 2025	Email: director.pm@digitalindia.gov.in
			Pre-bid meeting (virtual)	28 November 2025	Meeting link to be shared on NeGD website	Pre-bid meeting (virtual)	3 rd December 2025	Meeting link to be shared on NeGD website
			Issue of clarifications / Corrigendum	3 rd December 2025 Corrigendum issued dated 21 st November 2025 - New date : 10 December 2025	Posted on NeGD Website and CPP portals	Issue of clarifications / Corrigendum	17 December 2025	Posted on NeGD Website and CPP portals
			Proposal submission deadline	15 December 2025 (15:00 IST) Corrigendum	Online submission via CPP Portal	Proposal submission deadline	7th January 2026 (15:00 IST)	Online submission via CPP Portal
						Opening of Pre-Qualification Bids	9th January 2026 (16:00 IST)	Conducted online via CPP

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				issued dated 21 st November 2025 - New date : 24 th December 2025		Technical presentations	TBD and published on NeGD website	NeGD HQ, New Delhi
			Opening of Pre-Qualification Bids	17 December 2025 Corrigendum issued dated 21 st November 2025 - New date : 26 th December 2025 (16:00 IST)	Conducted online via CPP	Financial opening	TBD and published on NeGD website	In-person meeting at NeGD and VC
			Technical presentations	22 – 23 December 2025 Corrigendum issued dated 21 st November 2025 - New date : 5-6 January 2026	NeGD HQ, New Delhi	Announcement of Empanelled Agencies	TBD and published on NeGD website	Published on NeGD website and email notification
			Financial opening	26 December 2025 Corrigendum issued dated 21 st November 2025 -	VC			

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				New date : 15 th January 2026			
			Announcement of Empanelled Agencies	9 January 2026 Corrigendum issued dated 21 st November 2025 - New date : 27 th January 2026	Published on NeGD website and email notification		
2.	16	2.3 Proposal Submission Format	2.3 Proposal Submission Format Each proposal must include the following sections in the order listed below: 1. Cover Letter and Bid Submission Form (Annexure I) 2. Compliance sheet for Pre-qualification and technical qualification proposals (Annexure II Form A and B) 3. Agency Profile and Legal Documents (Annexure III) 4. Technical Experience and Case Studies (Annexure V) 5. Financial Details and Audited Statements (Annexure VI) 6. Manpower Rate Card (Annexure V) 7. Declarations and Certificates (Annexures X – XV)				2.3 Proposal Submission Format Each proposal must include the following sections in the order listed below: 1. Cover Letter and Bid Submission Form (Annexure I) 2. Compliance sheet for Pre-qualification and technical qualification proposals (Annexure II Form A and B) 3. Agency Profile and Legal Documents (Annexure III) 4. Technical Experience and Case Studies (Annexure V) 5. Financial Details and Audited Statements (Annexure VI) 6. Manpower Rate Card (Annexure VII) 7. Declarations and Certificates (Annexures X – XVII)
3.	28	4.3AI/ML Manpower Roles,	The following roles form the baseline for rate discovery and technical evaluation. Bidders shall quote monthly rates for each role as per Annexure II – Rate Card Form.				The following roles form the baseline for rate discovery and technical evaluation. Bidders shall quote monthly rates for each role as per Annexure VII – Rate Card Form.

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		Responsibilities and Experience	S.no.	Role	Minimum Work Experience	Key Responsibilities (Indicative)	S.no.	Role	Minimum Work Experience	Key Responsibilities (Indicative)
			1.	AI / Solution Architect	10 + years (including 5 years in AI/ML system design)	Design end-to-end AI architectures; integrate with enterprise platforms; define APIs and standards; ensure scalability and security; mentor teams.	1.	AI / Solution Architect	10+years (including 5 years in AI/ML system design)	Design end-to-end AI architectures; integrate with enterprise platforms; define APIs and standards; ensure scalability and security; mentor teams.
			2.	Program Manager	10 + years (including 3 years in AI programme delivery)	Govern AI projects and timelines; manage risks; coordinate across stakeholders; report KPIs to leadership.	2.	Program Manager	10+ years (including 3 years in AI program delivery)	Govern AI projects and timelines; manage risks; coordinate across stakeholders; report KPIs to leadership.
			3.	Business Analyst	5–8 years	Gather and document requirements; map use cases to technical solutions; validate outputs against business needs; support user acceptance.	3.	Business Analyst	5+ years	Gather and document requirements; map use cases to technical solutions; validate outputs against business needs; support user acceptance.

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			4.	Data Science Lead	8–10 years	Perform EDA and feature engineering; evaluate datasets; guide model selection, validation and evaluation.	4.	Data Science Lead	8+ years	Perform EDA and feature engineering; evaluate datasets; guide model selection, validation and evaluation.
			5.	Data Engineering Lead	8–10 years	Architect data pipelines and storage; define governance and lineage; mentor Data Engineers on ETL and real-time data flows.	5.	Data Engineering Lead	8+ years	Architect data pipelines and storage; define governance and lineage; mentor Data Engineers on ETL and real-time data flows.
			6.	AI / ML Lead	7–9 years	Lead model design and prototype development; define fine-tuning approaches; evaluate model suitability.	6.	AI / ML Lead	7+ years	Lead model design and prototype development; define fine-tuning approaches; evaluate model suitability.
			7.	MLOps Lead	7–9 years	Design deployment and monitoring pipelines; define infrastructure requirements for inference and automation.	7.	MLOps Lead	6+ years	Design deployment and monitoring pipelines; define infrastructure requirements for inference and automation.
			8.	AI / ML Engineer	3–6 years	Develop, train and validate models for				

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						NLP, CV and automation; integrate into production APIs.	8.	AI / ML Engineer	4+ years	Develop, train and validate models for NLP, CV and automation; integrate into production APIs.
			9.	Data Scientist	3–6 years	Prepare datasets; train and test models; collaborate with ML Engineers for deployment and optimisation.	9.	Data Scientist	4+ years	Prepare datasets; train and test models; collaborate with ML Engineers for deployment and optimisation.
			10.	Data Engineer	3–6 years	Build ETL pipelines; manage structured/unstructured data; ensure quality and interoperability.	10.	Data Engineer	3+ years	Build ETL pipelines; manage structured/unstructured data; ensure quality and interoperability.
			11.	MLOps Engineer	3–6 years	Implement CI/CD for AI workflows; automate deployment and model monitoring; maintain SLA compliance.	11.	MLOps Engineer	3+ years	Implement CI/CD for AI workflows; automate deployment and model monitoring; maintain SLA compliance.
			12.	AI QA Engineer	4–7 years	Design test plans; conduct functional and regression testing; ensure Responsible AI and data-protection compliance.	12.	AI QA Engineer	4+ years	Design test plans; conduct functional and regression testing; ensure

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										Responsible AI and data-protection compliance.
							This experience bracket is also applicable in the Job Description mentioned in Annexure 17.			
5.	32	5.2 (Point no. 2) Financial Turnover	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted
			2.	Financial Turnover	The bidder should have an average annual turnover of at least INR 50 Crores during the last three financial years (FY 2022–23, 2023 24, 2024–25). MSMEs and Startups may be considered for exemption at NeGD's discretion.	Certificate from Statutory Auditor / Chartered Accountant indicating annual turnover from last 3 financial years.	2.	Financial Turnover	The bidder should have an average annual turnover of at least INR 25 Crores during the last three financial years (FY 2022–23, 2023 24, 2024–25). MSMEs and Startups are exempted from this Criterion.	Certificate from Statutory Auditor / Chartered Accountant (on CA's letterhead with CA registration no.) indicating annual turnover from last 3 financial years. For Startups/MSMEs availing exemption,

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										bidders must submit a valid DPIIT Startup Recognition Certificate and/or MSME Udyam Registration Certificate.
5.	32	5.2 (Point no. 3) Positive net worth	The Bidder shall have positive net worth for the three consecutive financial years (FY 2021-22, 2022-23, 2023-24).				This clause is removed.			
6.	32	5.2 (Point no. 4) Human Resource Strength (PB)	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted
			4.	Human Resource	The bidder should have a minimum of	1. Certificate from HR/Head				

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				Strength (PB)	200 full-time employees on its payroll as of the RFE issue date. MSMEs and Startups may be considered for exemption at NeGD's discretion.	of Organization confirming total manpower. 2. EPFO/ESIC statements, professional tax filings certified by a Chartered Accountant certifying employee strength certificate issued by CA.	4.	Human Resource Strength	The bidder should have a minimum of 100 full-time employees on its payroll as of the RFE issue date. MSMEs and Startups are exempted from this Criterion.	1. Certificate from HR/Head of Organization confirming total manpower. 2. In lieu of EPFO statements, bidders may submit a self-declaration on company letterhead, signed by an authorised signatory, indicating the total number of full-time employees. The declaration must include a breakup of

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							employees covered under: - EPFO - NPS NeGD reserves the right to seek additional supporting evidence, if required, for verification.

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			S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted
7.	32-33	5.2 (Point no. 5) Relevant AI/ML Experience	5.	Relevant AI/ML Experience (Either of the partners)	The bidder must meet one of the following: • Successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores. OR • Demonstrated AI/ML solution achieving benchmark performance (accuracy, BLEU,	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase Completion Certificates. OR Published benchmark reports or independent audit results demonstrating model performance. OR Technical documentation	5.	Relevant AI/ML Experience	The bidder must meet one of the following: • Successfully executed at least one large-scale AI/ML implementation project within India/International y for a Government entity, PSU, or listed private-sector firm during the last five (5) years, with a total project value \geq INR 1 Crores. OR • Demonstrated AI/ML solution achieving benchmark performance (accuracy, BLEU,	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase Completion Certificates. Additional documentary evidence for international experience: – Statement of Work (SoW) – Master Service Agreement (MSA)

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					F1, or equivalent) comparable to or exceeding leading open-source/commercial models (GPT, LLaMA, BERT, etc.) in a client or public evaluation OR Proven experience in developing or fine-tuning foundational AI models, beyond mere third-party API integration, with demonstrable evidence of custom model training, optimization, or deployment for enterprise or government use cases	or whitepapers evidencing foundational model fine tuning or development activities.			F1, or equivalent) comparable to or exceeding leading open-source/commercial models (GPT, LLaMA, BERT, etc.) in a client or public evaluation OR Proven experience in developing or fine-tuning foundational AI models, beyond mere third-party API integration, with demonstrable evidence of custom model training, optimization, or deployment for enterprise or government use cases	- SOFTEX Certificate for SEZ (Mandatorily) compliance in case of international work experiences being submitted. OR Published benchmark reports or independent audit results demonstrating model performance. OR Technical documentation or whitepapers evidencing foundational model fine

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										tuning or development activities.
8.	33	5.2 (Point no. 6)	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted	S.no.	Eligibility Parameter	Minimum Requirement / Criteria	Evidence / Documents to be Submitted
			6	Technical Certification & Quality Standards	The bidder must possess at least one of the following organizational certifications: • ISO 27001	Copy of valid certification(s) or accreditation letter.	6.	Technical Certification & Quality Standards	The bidder must possess at least one of the following organizational certifications: •	Copy of valid certification (s) or

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					(Information Security), • CMMI Level 3 or higher, • Cloud Partner Accreditation (AWS, Azure, or GCP).				ISO 27001 (Information Security), OR • CMMI Level 3 or higher, OR • Cloud Partner Accreditation (AWS, Azure, or GCP).	accreditation letter.
9.	33-34	Section 5.2 Clarifications and Relaxation (Point no. 3)	2. Subcontracting: Subcontracting of manpower or project components shall not be permitted without prior written approval of NeGD. Subcontracting discovered post-facto will lead to termination of empanelment.				2. Subcontracting: Subcontracting of manpower or project components is permitted with prior written approval of NeGD. Subcontracting discovered post-facto without approval will lead to termination of empanelment.			
10.	34	Section 5.2 Clarifications and Relaxation (Point no. 4)	Startups and MSMEs: Recognized Startups or MSMEs registered under DPIIT or NSIC may be granted conditional relaxation on turnover and manpower strength, provided they demonstrate equivalent AI/ML project experience or proven research capability through product / patent evidence.				Startups and MSMEs: Recognized Startups or MSMEs registered under DPIIT or NSIC are given relaxation for Turnover criterion (Point no. 2 of table 5.2) and Manpower strength criterion (Point no. 3 of table 5.3) provided they demonstrate equivalent AI/ML project experience or proven research capability through product /patent evidence.			

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			S.no.	Evaluation Parameter	Criteria / Sub-components	Maximum Marks	Evaluation Basis / Methodology	S. no.	Evaluation Parameter	Criteria / Sub-components	Maximum Marks	Evaluation Basis / Methodology
11.	34	Section 5.3 Technical Evaluation Point no.1 - Relevant Experience in AI/ML Projects	1.	Relevant Experience in AI/ML Projects	The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: <ul style="list-style-type: none"> Document OCR / IDP, Image Matching with Liveness Detection 	25	- 1 eligible AI/ML project: 10 marks - 2–3 projects: 15 marks - ≥ 4 projects: 25 marks Evidence: i. For Completed projects: Work Order and Completion/Go-live Certificate or Client	1.	Relevant Experience in AI/ML Projects	The bidder shall submit AI/ML project experience aligned to the indicative AI services defined in Section 3.6(B). Experience may be demonstrated under any one or more of the following capability	30	Scoring: • 1 eligible AI/ML project: 10 marks • 2 eligible AI/ML projects: 15 marks • 3 eligible AI/ML projects: 20 marks • 4 eligible AI/ML projects: 25 marks • 5+ eligible AI/ML projects: 30

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					<ul style="list-style-type: none"> Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems. The bidder should have demonstrable 	<p>Reference Letter</p> <p>ii. For ongoing projects: Work Order and Proof of at least 50% completion on client letterhead</p> <p>Additionally, live links or access details of deployed models or implemented solutions must be</p>			<p>categories (alternative, not cumulative) :</p> <p>A. AI Use-Case Implementations (Section 3.6(B)) – such as OCR/IDP, Image Matching with Liveness Detection, Multilingual Summarization, Conversational AI / Voice-based Form</p>	<p>marks</p> <p>Clarification: If the bidder does not submit at least one project with contract value \geq INR 1 Crore, 0 (zero) marks shall be awarded under this parameter, irrespective of the number or value of smaller projects submitted.</p> <p>Documentary</p>

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					experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or enterprise use cases, ensuring performance improvement over baseline benchmarks. • Bidders having experience in building,		provided (where applicable) to validate the implementation.			Filling, Agentic AI Workflows, Anomaly Detection Systems, etc. B. Fine-tuning / optimisation of pre-trained models (e.g. LLMs, Vision Models, Speech Models) for domain-specific government or enterprise use cases. C. Evidence: • For completed projects: Work Order / Contract and Completion Certificate / Go-live Certificate / Client Acknowledgement Letter. • For ongoing projects: Work Order / Contract and proof of at least 50% completion on client letterhead. • Wherever applicable, bidders shall

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					<p>deploying inference server building experience shall be duly considered.</p> <ul style="list-style-type: none"> One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs. 					<p>Experience in building and deploying inference servers / inference layers for scalable serving of AI/ML models.</p> <p>These capability dimensions may be evidenced within the same project(s) and do not require separate, standalone</p>		<p>also provide live links, controlled-access demos, anonymized recordings, dashboards, or API endpoints to substantiate the implementation and performance of the AI/ML solutions.</p>

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										project submissions . At least one (1) submitted project must have a contract value \geq INR 1 Crore. Additional projects, if submitted, may have contract values \geq INR 50 Lakhs.		
11.	35	Section 5.3 Organizational Resource Capability & Deployment	S.no.	Evaluation Parameter	Criteria / Sub- components	Maxi mum Marks	Evaluati on Basis / Method ology	S. no .	Evaluatio n Paramete r	Criteria / Sub- componen ts	Max imu m Mar ks	Evaluation Basis / Methodology

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		Readiness (Point no. 2)	2.	Organizational Resource Capability & Deployment Readiness	1. Strength of AI/ML resource pool (Solution Architects, Data Scientists, MLOps, etc.) – 10 Marks 2. HR systems for resource onboarding, replacement, and skill upgradation – 3 Marks 3. Availability of bench resources. – 2 Marks Please note: 3 CVs per position per role to be submitted	15	Evaluation based on: - HR certification with EPFO data - Organizational capability note covering HR systems, replacement and skill upgradation.	2.	Organizational Resource Capability & Deployment Readiness	1. Strength of AI/ML resource pool (covering roles included—but not limited to—those listed in the RFE role table mentioned in section 4.3) -12 Marks 2.HR systems for onboarding, replacement, skill upgradation	15	1. (A) Evaluation of Indicative CVs – 6 Marks • Bidders shall submit 2 indicative CVs per role, corresponding to the roles included—but not limited to—those listed in Section 4.3 of the RFE. • Assessment will consider: i. Relevance to AI/ML roles defined in the RFE ii. Depth of hands-on technical experience

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						n, and bench- strength manageme nt – 3 Marks		iii. Breadth of competencies across foundational and advanced AI services. (B) Interaction with Sample Profiles – 6 Marks i. NeGD will conduct interactions/inter views with sample profiles nominated by the bidder. ii. Marks will be awarded based on technical depth, reasoning, applied problem- solving ability, and readiness for deployment

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								<p>across ministries.</p> <p>2. (C) Evaluation of Organizational Systems – 3 Marks</p> <ul style="list-style-type: none"> • Up to 3 marks shall be awarded based on the Organizational Capability Note, which must cover the following five sections: <p>1. AI/ML Resource Pool Strength (across roles listed in Section 4.3— included but not limited to).</p> <p>2. HR Onboarding</p>

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												Framework. 3. Resource Replacement Mechanism. 4. Skill Development & Upgradation Systems. 5. Bench Strength & Deployment Readiness.
12	35	Section 5.3 Approach & Methodology (A&M) – Documentation (Point no. 3)	S. no.	Evaluation Parameter	Criteria / Sub-components	Maximum Marks	Evaluation Basis / Methodology	S. no.	Evaluation Parameter	Criteria / Sub-components	Maximum Marks	Evaluation Basis / Methodology
			3	Approach & Methodology (A&M) – Documentation	• Understanding of NeGD's AI Services objectives and	20	Evaluation based on written Technical Proposal including: – 1 sample HLD + 1	3	Approach & Methodology (A&M) – Documentation	• Understanding of NeGD's AI Services objectives and	20	Evaluation based on the written Technical Proposal, including: • Submission of 1 sample HLD, 1

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					reusability principles – 5 marks • High-level design approach for AI Services (as per Section 3) – 5 Marks • Integration plan (APIs, CI/CD, rollback, audit logs) – 5 Marks • Responsible AI		API specification + indicative SLO sheet. – Quality, clarity, and feasibility of proposed methods.			reusability principles – 5 marks • High-level design approach for AI Services (as per Section 3) – 5 marks • Integration plan (APIs, CI/CD pipelines, rollback strategy, audit logging) – 5 marks •		API Specification, and an Indicative SLO Sheet per AI service mentioned in section 3.6(B) of RFE, each prepared in accordance with <i>industry best practices and standard architectural documentation formats.</i> • HLDs and API specifications must demonstrate clear understanding of the AI services defined under Section 3.6(B), and reflect appropriate

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					Guardrails (prompt injection, bias/hallucination, PII					Responsible AI guardrails (prompt injection prevention, bias/hallucination controls, PII protection) – 5 marks		modularity, reusability, interoperability, and compliance with government digital architecture principles. • Indicative SLOs must be drafted based on the bidder's understanding of the AI services listed under Section 3.6(B) and should appropriately capture parameters such as latency, throughput, uptime, model refresh cycles, and quality thresholds.

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													<ul style="list-style-type: none"> Overall assessment will consider the clarity, feasibility, completeness, and architectural soundness of the proposed methods, as well as alignment with NeGD's objectives.
13	36	<ul style="list-style-type: none"> Approach & Methodology Presentation and Interaction (Point no. 4) 	S.no.	Evaluation Parameter	Criteria/Sub-Component	Maximum Marks	Evaluation Basis / Methodology		S. no.	Evaluation Parameter	Criteria/Sub-Component	Maximum Marks	Evaluation Basis / Methodology
			4.	Approach & Methodology	• Demonstrated understanding of NeGD's	25	Committee		4	Approach & Methodology Presentation and Interaction	<ul style="list-style-type: none"> Demonstrated understanding of NeGD's AI Services objective 	35	1. Understanding of NeGD Objectives & Reusability Committee presentation (20–30 minutes + Q&A). <ul style="list-style-type: none"> Assessment of bidder's practical understanding,

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				dology y Presentation and Interaction	problem contexts and constraints. •Solution architecture walkthrough for indicative AI services. •Prior assignments/ implementations at similar scale. • Effectiveness of proposed delivery plan (accuracy,latency, uptime, Responsible AI). Please Note: Capability showcases for		presentation (20–30 mins + Q&A). Evaluation of practical understanding, scalability, and			s, problem contexts, constraints, and reusability principles. • Solution architecture walkthrough for indicative AI services listed in Section 3.6(B). • Demonstration of prior	Principles – 5 marks 2. Solution Architecture Walkthrough (Covering all 6 AI Service Areas) – 10 marks 3. Demonstration of Prior Assignments / Implementations of Similar Scale – 5 marks 4. Delivery Plan (Latency/Uptime	scalability, and alignment with NeGD’s architecture vision. • Solution architecture quality, clarity, and feasibility evaluated by the technical committee. • Demonstrated capability to deploy niche/specialised skills in line with Section 3.6(B). • Demonstration of benchmark performance through logs, pre-recorded demos,

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					Implementation of Agentic AI workflows and Inference server setup shall be suitably rewarded.		solution fit to NeGD's Requirements.			assignments / implementations at comparable scale. • Effectiveness of proposed delivery plan (accuracy, latency, uptime, Responsible AI, integration strategy). • Showcase of	Strategy, Security, RAI Guardrails, Integration Approach) – 10 marks 5. Niche Role Capability Showcase – 5 marks 6. Benchmark Performance Demonstration (Service-wise Representations) – 5 marks	anonymized data, or internal test summaries. • Higher marks for bidders demonstrating implementable, scalable, and measurable AI service constructs.

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						niche/specialised AI roles and depth of expertise relevant to the AI services. (Indicative Niche roles are mentioned as follows: 1. Document Summarization (NLP / LLMs) - > Applied Scientist		

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						(NLP), NLP Engineer , Machine Learning Engineer – NLP 2. Conversa tional AI (Chatbot s, Virtual Assistant s)-> Conversa tional AI Engineer Speech & NLP Integrati on Specialis t		

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						3. Voice- Based Form Filling / Speech Recognit ion (ASR) ASR Engineer Speech Recognit ion Engineer Speech ML Engineer 4. Docume nt OCR and Form Processi ng (

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						<p>Compute r Vision)</p> <p>Compute r Vision Engineer OCR Engineer ML Engineer – Vision</p> <p>5. Image Matchin g & Liveness Detectio n ML Engineer – Identity & Vision</p> <p>6. AI Agents (Knowle</p>		

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						dge Graph/ RAG (GenAI)) AI Architect GenAI Engineer Principal Data Scientist (GenAI) ML Architect •Demos tration of benchma rk performa nce aligned to indicativ e metrics (ROUGE		

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										, WER, FAR, CRR, latency, accuracy etc.).		
13	36-37	Section 5.3 AI Solution Performance & Technical Benchmarking (Point no. 5)	S. no.	Evaluation Parameter	Criteria/Sub-Component	Maximum Marks	Evaluation Basis / Methodology	The clause is removed.				
			5.	AI Solution Performance & Technical Benchmarking	Demonstrated performance of deployed or benchmarked AI/ML models in real-world or client use. • Benchmarks comparable to GPT, BERT, LLaMA etc. on NLP/CV	10	Evaluation based on benchmark reports, Or					

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					<p>metrics.</p> <ul style="list-style-type: none"> • Practical demonstration of model reproducibility and API-based integration. • Illustrative Technical Evaluation Metrics (service-wise): <ol style="list-style-type: none"> 1. Document Summarization: ROUGE-1 / ROUGE-L \geq 0.45, BERTScore (F1) \geq 0.85, Factual Accuracy \geq 90%, 2. Conversational AI : Intent F1 \geq 0.90, Entity F1 \geq 0.88, 		Independent test summaries. Client validation ,	

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					Response Latency ≤ 1.5 sec, BLEU Score > 25 . 3. Voice-based Form Filling : WER $\leq 6\%$, CER $\leq 2\%$, Slot			
14	37	Section 5.3 Specialized AI Resource Profiles (Niche Roles) Point no. 7	S. no .	Evaluation Parameter	Criteria/Sub-Component	Maximum Marks	Evaluation Basis / Methodology	This clause is removed.
			7	Specialized AI Resource Profiles (Niche Roles)	Specialized AI/ML professionals mapped to proposed services will be awarded additional marks. • Profiles should highlight hands-on	5	Evaluation based on: 1. Quality and	

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					<p>project experience, relevant certifications, and domain expertise corresponding to the following niche roles:</p> <p>Examples of Niche Roles (Aligned to Six AI Service Areas):</p> <p>1. Document Summarization – NLP Engineer, Applied Scientist – Text Analytics, LLM Fine-tuning Engineer</p> <p>2. Conversational AI – Conversational AI</p>	<p>relevance of submitted professional profiles.</p> <p>2. Alignment of niche expertise with respective AI service categories.</p>	

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					Engineer, Speech & NLP Integration Specialist 3. Voice-Based Form Filling – Speech Recognition Engineer, ASR (Automatic Speech Recognition) Model Developer 4. Document OCR & Form Processing – Computer Vision Engineer, OCR/IDP Specialist. 5. Image Matching & Liveness Detection – Biometric Algorithm Specialist	3. Documentary proof such as resumes, LinkedIn profiles, or valid certification on copies. 4. Live links or	

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					6. AI Agents for Government Applications – Knowledge Graph / RAG Architect • Profiles should include relevant project references, published work, or client acknowledgments demonstrating applied expertise.		access details of deployed solutions/models (where applicable).	
15	38	5.3.1 Qualification Threshold	Eligible marks • Minimum Technical Qualification: 70 marks • Only bidders meeting or exceeding the 70-mark threshold shall be considered for financial evaluation.					Eligible marks • Minimum Technical Qualification: 75 marks • Only bidders meeting or exceeding the 75 -mark threshold shall be considered for financial evaluation.
15.	41	6.5 Rate Card Acceptance and Enforcement Point no. 4	4. Any attempt to seek higher rates, add hidden charges, or alter agreed terms may lead to: • Immediate termination of empanelment, and • Forfeiture of the Performance Bank Guarantee (PBG).					4. Any attempt to seek higher rates, add hidden charges, or alter agreed terms may lead to: • Immediate termination of empanelment.

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16.	41	6.5 Rate Card Acceptance and Enforcement Point no. 4	5. NeGD may approve a rate revision (upward or downward) through a written amendment to the empanelment agreement, subject to due justification and internal approvals.	5. Rate Revision for 10% annually shall be proposed. NeGD reserves the right to vary the rate revision threshold.
17.	42	6.6 Deployment Request and Selection Mechanism (Point no. 5)	Once selected, the agency shall deploy the approved resource within thirty (30) working days.	Once selected, the agency shall deploy the approved resource within sixty (60) calendar days.
18.	42	6.6 Deployment Request and Selection Mechanism (Point no. 7)	7. Incentive for Early Deployment: if the selected agency successfully deployed the required manpower within first 15 days of issuance of RDR, the empaneled agency shall be eligible for eligible for a one-time incentive of five percent (5%) on the invoice raised for the first month, on a pro rata basis.	7. Incentive for Early Deployment: Upon issuance of an RDR, if the empaneled agency successfully deploys the required manpower within thirty (30) calendar days from the date of RDR issuance, the agency shall be eligible for a one-time incentive of five percent (5%) on the first month's invoice, calculated on a pro-rata basis for the deployed resource(s).
19.	42	6.7 Performance Bank Guarantee (PBG)	6.7 Performance Bank Guarantee (PBG) 1. Each selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5% of the value of the initial manpower deployment order (or ₹10 lakhs, whichever is higher) within 15 days of LoE issuance. 2. The PBG must be valid for 60 days beyond the empanelment period and issued by a scheduled commercial bank.	6.7 Performance Bank Guarantee (PBG) 1. For every RDR (Resource Deployment Request) issued under this empanelment, the selected agency shall furnish a Performance Bank Guarantee (PBG) of three percent (3%) of the total value of the manpower deployment under that RDR. A separate PBG shall be submitted for each RDR, corresponding to the resource(s) deployed

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			<p>3. The PBG shall be invoked by NeGD in cases of:</p> <ul style="list-style-type: none"> • Breach of empanelment terms, • Non-deployment or persistent delays, or • Non-compliance with L1 rate conditions. <p>4. Upon successful completion of the empanelment period and settlement of all dues, NeGD shall release the PBG within 60 days.</p>	<p>under that request. No PBG is required at the time of empanelment.</p> <p>2. Each PBG shall remain valid for one hundred eighty (180) days beyond the completion of the deployment period specified under the respective RDR, and must be issued by a Scheduled Commercial Bank.</p> <p>3. The PBG associated with a particular RDR may be invoked by NeGD in cases of:</p> <ul style="list-style-type: none"> ○ Breach of contractual obligations under that deployment order, ○ Failure to deploy resources within agreed timelines, ○ Material non-performance or repeated SLA violations related to that RDR, ○ Withdrawal or attrition of accepted resources without justified cause, ○ Any other non-compliance materially affecting service delivery under that RDR. <p>4. Upon satisfactory completion of obligations under the respective RDR, settlement of all dues, and submission of required closing documentation by the agency, NeGD shall release the corresponding PBG within sixty (60) days.</p>
20.	43	6.9.1 Overview	<p>6.9.1 Overview</p> <p>Payments linked to both manpower deployment and deliverable achievement shall be made as</p>	<p>6.9.1 Overview</p> <p>Upon issuance of a Work Order (WO) for any resource shortlisted under an RDR, the annual contract value of</p>

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			<p>follows:</p> <ul style="list-style-type: none"> • 60% – Manpower-based payment (Monthly basis) • 40% – Deliverable-based payment (Quarterly basis) <p>This structure ensures accountability, performance measurement, and alignment with NeGD’s outcome-driven objectives for AI/ML manpower deployment.</p>	<p>such Work Order (exclusive of taxes) shall be apportioned as follows:</p> <ol style="list-style-type: none"> 1. Manpower Component (60%) – Payable on a monthly basis, corresponding to the approved L1 manpower rates. Payment shall be released upon submission and acceptance of deployment records, including timesheets and attendance documentation, as specified in the respective RDR. 2. Deliverable Component (40%) – Payable on a quarterly basis, linked to fulfilment of deliverables, documentation, quality parameters, and SLA compliance defined in the respective RDR. Release of this component shall be subject to quarterly approval by NeGD or the concerned Ministry/Department. <p>Clarification: The above 60–40 structure shall apply to every Work Order issued under an RDR for projects routed through NeGD. Non-fulfilment of RDR-defined deliverables or SLA thresholds may result in proportional deductions from the deliverable component, in accordance with Section 6.10.</p>
21	43	6.9.2 Manpower-Based Payment (60%)	<p>Description:</p> <p>Payment corresponding to continuous engagement of qualified personnel deployed against sanctioned roles and</p>	<p>Description:</p> <p>Payment corresponding to the continuous engagement of qualified personnel deployed against sanctioned roles and skill categories, as specified in Annexure VII, shall be</p>

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			skill categories as per Annexure XI, calculated on a monthly basis.	made on a monthly basis, with 60% of the annual value of each Work Order (excluding taxes) forming the manpower-based payment component and disbursed proportionately over twelve (12) months subject to deployment compliance.
22	44	6.9.4 Quarterly Payment Process (Point No. 4)	4. Deductions: <ul style="list-style-type: none"> Statutory deductions (TDS, GST-TCS, etc.) will apply as per law. Penalties under Section 6.11 (Default Policy) may be adjusted against payments. 	4. Deductions: <ul style="list-style-type: none"> Statutory deductions (TDS, GST-TCS, etc.) will apply as per law. Deliverable-based penalties, if prescribed under the respective RDRs, shall be applied and may be adjusted against the payable amount.
23	44	6.9.5 Key Principles Point no. 4 and 5	<ul style="list-style-type: none"> False or misleading information regarding manpower or deliverables may result in forfeiture of payment, PBG invocation, and potential de-empanelment. If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD. 	<ul style="list-style-type: none"> False or misleading information related to manpower deployment or deliverables shall constitute a material breach. In such cases, NeGD may forfeit payments, invoke the Performance Bank Guarantee (PBG) furnished for the specific resource under the applicable Work Order issued pursuant to the RDR, and may, where warranted, initiate de-empanelment proceedings. Where niche or specialized roles are requested by NeGD, such roles shall be billed at 1.5× the rate of an AI/ML Engineer, subject to prior written approval and justification by NeGD. For this purpose, niche roles shall primarily be interpreted as those referenced under Point No. 7 of Section 5.3 (Technical Evaluation), unless otherwise notified by NeGD. Deployment of these niche resources shall be done within 120 days and Incentive on early deployment (section 6.6 Point no. 7) shall be

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				applicable if the niche resource is deployed within 30 days.
24	44	6.10 Service Level Agreements	<p>These Service Level Agreements (SLAs) shall be applicable to all empaneled firms executing work orders under this RFE and will govern quarterly payments linked to manpower deployment and deliverable performance respectively. The SLAs will be reviewed at the end of each quarter against the defined parameters, and corresponding penalties or deductions shall be applied to the firm's quarterly invoice as per the matrix above. Consistent adherence to these SLAs will be a key determinant of continued engagement, renewal of work orders, and eligibility for future assignments under the empanelment.</p> <p>It may also be noted that New SLA's might be added during the award of work as per the requirements of the project as per the payment terms. Right of applicability of such SLAs resides with NeGD/concerned ministry or department.</p>	<p>These Service Level Agreements (SLAs) shall apply to all empanelled agencies executing Work Orders issued under this RFE and will govern payments linked to manpower deployment. All manpower-linked penalties shall be deducted only from the monthly manpower payment and shall be capped at 5% of the monthly manpower component.</p> <p>SLAs will be reviewed at the end of each quarter against the defined parameters, and the corresponding deductions—where applicable—will be applied to the agency's invoices as per the SLA matrix above. Consistent adherence to SLAs will be a key determinant of continued engagement, renewal of Work Orders, and eligibility for future assignments.</p> <p>Deliverable-linked SLAs and their corresponding timelines and penalties shall be mutually finalized with the selected agency at the time of Quarterly meetings of steering committee, considering the nature of the use case and dependencies on ministry-specific inputs.</p> <p>NeGD/concerned ministry retains the right to introduce additional SLAs during project award, subject to mutual agreement with the empanelled agency and alignment with the payment terms defined in the RDR.</p>

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25	46	6.11.1 Replacement Timeline	<ul style="list-style-type: none"> The agency shall deploy a replacement resource within fifteen (15) working days of receiving written notification from NeGD. 	<ul style="list-style-type: none"> The agency shall deploy a replacement resource within forty five (45) days of receiving written notification from NeGD upon selection of resource from the specific RDR.
26	46	6.11.1 Replacement Timeline	<p>If NeGD is not satisfied with the substitution, it reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance) made by it to the selected Agency during the assignment pursuant to this RFE besides claiming an amount equal to the contract value as penalty. However, NeGD reserves the unconditional right to insist the selected Agency to replace any team member with another (with the qualifications and competence as required by NeGD) during assignment pursuant to this RFE.</p>	<p>If NeGD is not satisfied with the substitution, it reserves the right to terminate the contract issued under the relevant RDR and withhold payments pertaining only to that specific RDR, including any advance payments made for the concerned resource. No recovery shall be made for payments relating to past RDRs or previously completed assignments.</p> <p>NeGD further reserves the unconditional right to require the selected Agency to replace any deployed team member with another individual possessing the qualifications and competencies stipulated by NeGD, at any time during the assignment.</p>
27	47	6.13.1 Termination by NeGD	<ul style="list-style-type: none"> NeGD may terminate empanelment or any associated work order under the following conditions: <ul style="list-style-type: none"> Breach of contractual terms or false representation. Does not meet the empanelment conditions within the specified time period. Makes misleading claims about the status of empanelment; Does not perform the contract to the satisfaction of NEGD; 	<p>NeGD may terminate the empanelment or any work order issued under the relevant RDR under the following circumstances:</p> <ol style="list-style-type: none"> Breach of contractual terms or submission of false or misleading information by the agency. Failure to meet the empanelment conditions within the prescribed timelines. Misleading claims regarding the status of empanelment. Failure to perform the contract to the satisfaction of NeGD as per the agreed scope.

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			<ul style="list-style-type: none"> o Fails to deliver within the period(s) specified in the Contract, or within any extension thereof granted by NEGD pursuant to conditions of contract clause o Failure to deploy or maintain qualified manpower. o Persistent non-performance or non-compliance with L1 rates. o Misuse or unauthorised disclosure of confidential information. o Blacklisting or disciplinary action by any Government agency. o Failure to perform any other obligation(s) under the agreement. <ul style="list-style-type: none"> • NEGD may at any time terminate the Contract, by giving four weeks written notice to the Selected bidder, if the selected Bidder has been declared bankrupt or insolvent by a Court/Tribunal of competent Authority. In such event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to DIC-NEGD • No consequential damages shall be payable to the Bidder in the event of such termination 	<ol style="list-style-type: none"> 5. Failure to deliver within the stipulated period(s) specified in the contract or any extension approved by NeGD. 6. Failure to deploy, maintain, or replace qualified manpower as required. 7. Persistent non-performance or non-compliance with L1 rate conditions. 8. Misuse or unauthorised disclosure of confidential information. 9. Blacklisting or disciplinary action by any Government entity. 10. Failure to comply with any other obligation(s) under the agreement. <p>NeGD may also terminate the contract by giving four (4) weeks' written notice if the selected bidder is declared bankrupt or insolvent by a court/tribunal of competent jurisdiction. Such termination shall be without compensation, and without prejudice to any rights or remedies already accrued to NeGD.</p> <p>Upon termination for breach, the bidder shall hand over all documents, data, materials, and access credentials belonging to NeGD or its stakeholders within seven (7) days from issuance of the termination notice.</p> <p>The empanelled agency shall support orderly transition of services and submit/execute an exit management plan as directed by NeGD.</p>

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			<ul style="list-style-type: none"> • If the agreement is terminated for breach of any clause mentioned in this RFE, the bidder shall handover all documents/ information / NEGD or its stakeholder's data or any other relevant information to NEGD within 7 (seven) days from the issuance of the Termination Notice, as provided in the Section on Consequences of Termination. • The Empaneled Agency shall be bound to support the orderly transfer of services without any delay. In this regard, the Empaneled Agency must provide NeGD with a comprehensive exit management plan or transition plan. 	
28	48	6.12 Termination for Convenience	<ul style="list-style-type: none"> • NeGD may terminate empanelment at any time by giving 30 days' written notice without assigning any reason. Payments for completed and approved services up to the effective date will be made on a pro-rata basis. 	NeGD may terminate empanelment at any time by giving 60 days' written notice without assigning any reason. Payments for completed services up to the effective date will be made on a pro-rata basis.
28	48-49	6.14 Confidentiality and Data Security	<p>6.1.4 Consequences of Termination</p> <p>Confidential Information</p> <ul style="list-style-type: none"> • All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD: o Disclose such information to third parties, or o Use it for purposes other than project execution. 	<p>6.14.1 Confidential Information</p> <ul style="list-style-type: none"> • All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD: o Disclose such information to third parties except to its subcontractors, agents, consultants, auditors , without prior consent of NeGD. or o Use it for purposes other than project execution. In the event of NeGD receiving or being given access to the Agency's Confidential Information NeGD shall have the same

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				obligations with respect to such information as does the Agency with respect to NeGD's Confidential Information under this clause and Agency shall have the same rights as are available to NeGD under this clause. This restriction does not limit the right to use information contained in the data if it: Is obtained from another source without restriction. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; becomes generally known to the public without violation of the Agreement; is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information; is required to be provided under any law, or process of law duly executed.
29	49	6.15 Audit by NeGD	<p>6.15.1 Audit by NeGD or Its Nominee</p> <ul style="list-style-type: none"> • NeGD or its authorized representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and access to relevant documentation, personnel, and systems. <p>6.15.2 Third-Party Audit</p> <ul style="list-style-type: none"> • NeGD may appoint independent auditors to verify: • Security compliance, • Quality assurance, and 	<p>Clauses 6.15.1, 6.15.2 and 6.15.4 are deleted.</p> <p>6.15.3 Record Retention</p> <ul style="list-style-type: none"> • The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least six (6) years after completion of the engagement. Such records shall be available for inspection upon request.

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			<ul style="list-style-type: none"> • Adherence to contractual terms, including L1 rate compliance. • If significant deviations are detected, the audit cost shall be borne by the defaulting agency. <p>6.15.3 Record Retention</p> <ul style="list-style-type: none"> • The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least six (6) years after completion of the engagement. Such records shall be available for inspection upon request. <p>6.15.4 Corrective Action</p> <ul style="list-style-type: none"> • All audit observations must be resolved within 30 days of communication. <p>Failure to comply may result in temporary suspension, blacklisting, or debarment from future NeGD procurements.</p>	
30	51	6.17 Force Majeure	<p>6.17.1 Definition a. If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate Government authorities,</p>	<p>6.17.1 Definition a. If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate Government</p>

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			<p>neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. b. That upon being affected by the force majeure events the affected party shall intimate the other party within 48 hours in writing. The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP. c. The decision of Procuring Entity as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, Procuring Entity may at its option, terminate the contract without any obligation to compensate. 6.17.3 Consequences of Force Majeure a. Neither party shall be liable for failure or delay caused by Force Majeure. b. The affected period shall be excluded in computing contractual timelines. c. Payments for completed deliverables prior to the event shall be processed as per standard procedure.</p>	<p>authorities wherever applicable, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. b. That upon being affected by the force majeure events the affected party shall intimate the other party within 48 hours7 days in writing . The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP. c. The decision of Procuring Entity as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 90 30 days, either Party may at its option , terminate the contract without any obligation to compensate. However Agency shall be entitled to receive payments for all services rendered by it under the Agreement. Any delay or hinderance in delivery by Agency as a result of the occurrence of any Force Majeure Event to its suppliers or subcontractors shall be deemed as a Force Majeure Event occurring to</p>

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				Agency. 6.17.3 Consequences of Force Majeure a. Neither party shall be liable for failure or delay caused by Force Majeure. b. The affected period shall be excluded in computing contractual timelines. c. Payments for all deliverables and services shall be processed as per standard procedure.
31	52-53	6.20 Miscellaneous Provisions	c. Indemnification: The agency shall indemnify and hold harmless NeGD and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.	<p>The Agency shall indemnify, defend, and hold harmless NeGD, its officers, employees, and representatives from any direct losses, claims, damages, liabilities, and reasonable costs (including attorney's fees) arising out of:</p> <p>(i) the Agency's negligence, willful misconduct, fraud, or material breach of its obligations under this Agreement or any RDR;</p> <p>(ii) any third-party claim alleging that the Deliverables or services provided by the Agency infringe any intellectual property rights.</p> <p>Limitation of Indemnity Exposure: Notwithstanding anything to the contrary, the total aggregate liability of the Agency under this indemnification clause shall be capped at an amount not exceeding one (1) times the total fees payable to the Agency under the respective RDR / Work Order from which the claim arises.</p> <p>Exclusions from Indemnity Cap:</p>

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				<p>The above liability cap shall not apply in cases involving:</p> <p>(a) proven fraud or willful misconduct of the Agency;</p> <p>(b) breach of confidentiality obligations;</p> <p>(c) violation of applicable laws, including data protection obligations.</p> <p>Such cases shall be subject to liability as determined under applicable laws.</p> <p>Conduct of Defense:</p> <p>NeGD shall provide the Agency prompt written notice of any indemnifiable claim. The Agency shall assume the defense of such claim, provided that NeGD shall have the right to participate in the defense at its own expense. The Agency shall not enter into any settlement or compromise that admits liability or imposes obligations on NeGD without NeGD's prior written consent.</p>
32	52	6.20 Miscellaneous Provision	-	<p>Additional Clause:</p> <p>The intellectual property rights in all methodologies, processes, analysis and recommendations (including but not limited to any presentations made in respect thereof and/or related thereto), frameworks, know-how and techniques used by Bidder in providing Services hereunder that (a) existed prior to delivery of the Services, and/or (b) are developed during and/or independently of providing the Services, along with all improvements,</p>

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				<p>enhancements and modifications to any or all of the foregoing shall vest with the Bidder.</p> <p>2. Neither Party shall by virtue of this arrangement, gain any right to intellectual property of the other Party. By entering into this arrangement, Parties hereto agree not to use other Party's intellectual property without its prior written consent.</p> <p>3. The Intellectual Property Rights (IPR) in respect of the work carried out by the deployed resources deployed by the Bidder shall vest with NeGD.</p> <p>4. all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and BUYER shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</p> <p>5. All deliverables, outputs, plans, drawings, specifications, designs, reports, and other documents and software submitted by the contractor under this Contract shall become and remain the property of the Procuring Entity and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without the Procuring Entity's prior written consent. The contractor shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Entity, together with a detailed inventory thereof.</p>

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				The contractor shall indemnify the Procuring Entity against any breach of third party's IPR. The Contractor (and its allied firms) shall maintain confidentiality and secrecy of Procuring Entity's information provided to it (or that it comes across during execution of Contract)
32	52	6.20 Miscellaneous Provision	-	<p>Additional Clause: Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Supplier shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Supplier (including without limitation any affiliate, competitor or potential competitor of the BUYER). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party</p> <p>Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and BUYER shall have user rights in</p>

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				accordance with end user license agreement (EULA) as applicable to use of such software.
33	53	6.20 Miscellaneous Provision	-	<p>Additional Clause: the following clause would be inserted- Limitation of Liability Neither party shall be liable to the other for any indirect, consequential, special, or incidental loss, damage, or expense (including, without limitation, loss of profits, loss of contracts, loss or corruption of data, loss or damage to reputation and/or goodwill, or opportunity costs) arising under or in connection with this Agreement. This exclusion shall not apply to:</p> <p>(a) losses or damages arising from a party's fraud, willful misconduct, or gross negligence; (b) liability which cannot be excluded under applicable law, including under any statute, regulation, or mandatory legal provision. (c) For the avoidance of doubt, each party remains liable for direct losses resulting from its breach of this Agreement. (d) In the event of any unforeseen, exceptional, or regulatory circumstances not otherwise addressed in this Agreement, the total liability of either Party shall be limited to the amounts already paid or payable under this Agreement. (e) the total liability of the Agency under this clause and contract shall not exceed the total contract value. - Clause 10.08.06 of Manual for Procurement of Consultancy Service</p>

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34	53	6.20 Miscellaneous Provision	-	Additional Clause: Each Party shall indemnify and hold harmless the other Party and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.
35	53	6.20 Miscellaneous Provision	-	Additional Clause: Non-exclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under the Agreement.
36	55	7.13 Rate Card Submission and Discovery Process	a. The financial proposal shall be submitted exclusively in the prescribed rate-card format provided with this RFE (Annexure 10). Each bidder shall quote an all-inclusive per-resource, per-month rate for every manpower role defined in Section 4.4.	a. The financial proposal shall be submitted exclusively in the prescribed rate-card format provided with this RFE (Annexure VII). Each bidder shall quote an all-inclusive per-resource, per-month rate for every manpower role defined in Annexure VII.
37	61	7.18 Conflict of Interest and Ethical Compliance	B. All bidders shall provide a Conflict-of-Interest Declaration as part of their submission (Annexure XIII).	B. All bidders shall provide a Conflict-of-Interest Declaration as part of their submission (Annexure XVII). Contents of the undertaking are as follows: UNDERTAKING REGARDING ADHERENCE TO THE CODE OF INTEGRITY AND CONFLICT OF INTEREST (For Empanelment of Partner Agencies for Deployment of AI/ML Resources)

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				<p>and Discovery of Rates for AI Specific Manpower under Digital India)</p> <p>To: Director, National e-Governance Division</p> <p>Reference: Tender No. 2025_DIT_885957_1 of CPP</p> <p>We, [Insert full name of Bidder, Consultant, or Service Provider], hereby declare and undertake the following in connection with our participation in the above-referenced procurement process and, if successful, in the execution of the resulting contract:</p> <p>ARTICLE 1: ADHERENCE TO THE CODE OF INTEGRITY FOR PUBLIC PROCUREMENT (CIPP)</p> <p>1. We acknowledge that we are required to strictly abide by the Code of Integrity for Public Procurement (CIPP) in our registration applications, bid documents, and throughout the entire procurement process and execution of the contract.</p> <p>2. We commit not to indulge, directly or indirectly, in any prohibited practices at any stage, including, but not limited to:</p> <ul style="list-style-type: none"> ◦ Corrupt practice (e.g., soliciting or accepting bribes or gifts for unfair advantage). ◦ Fraudulent practice (e.g., omission or misrepresentation, making false declarations or providing false information).

S. No	Page Num ber	Particulars	Existing Covenants	Revised Covenants
				<ul style="list-style-type: none"> ◦ Anti-competitive practice (e.g., collusion or bid rigging in violation of The Competition Act, 2002). ◦ Coercive practice (e.g., harming or threatening to harm persons to influence participation or contract execution). ◦ Conflict of Interest (CoI) (as defined below). ◦ Undue Advantage (e.g., improper use of information or providing services for need assessment of the same tender). ◦ Obstructive practice (e.g., impeding investigations or destroying evidence). <p>ARTICLE 2: DECLARATION REGARDING CONFLICT OF INTEREST (CoI)</p> <p>1. We understand that a "Conflict of interest" is defined as any personal, financial, or business relationship between the bidder and any personnel of the Procuring Entity who are directly or indirectly related to the procurement or execution process of the contract, which can affect the decision of the Procuring Entity directly or indirectly.</p> <p>2. We further understand that an "Undue Advantage" includes a situation where the bidder (or our allied firm) provided services for the need assessment, preparation of the Terms of Reference (ToR), feasibility, cost estimates,</p>

S. No	Page Number	Particulars	Existing Covenants	Revised Covenants
				<p>or procurement planning for this tender process in which we are currently participating.</p> <p>3. Mandatory Proactive Disclosure: We hereby undertake to suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in this procurement process or subsequent contract execution. Failure to disclose such conflicts constitutes a violation of the CIPP.</p> <p>4. We warrant that neither we, our allied firms, nor our personnel have engaged or will engage in any activity that may be in conflict with the assignment or the paramount interest of the Procuring Entity, including subsequent provision of goods, works, or non-consultancy services resulting from our prior consultancy services on this project (and vice-versa).</p> <p>ARTICLE 3: DECLARATION OF PAST CONDUCT</p> <p>1. We confirm that we have reviewed all necessary documents concerning our eligibility, particularly those relating to any conflict of interest.</p> <p>2. We declare that we have not previously committed any transgression of the Code of Integrity with any entity in any country during the last three years, nor have we been debarred by any other Procuring Entity.</p> <p>ARTICLE 4: ACKNOWLEDGMENT OF CONSEQUENCES</p>

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								<p>We acknowledge and agree that any transgression or false declaration made herein or during the tendering/empanelment process, including false declarations of local content status, constitutes a breach of the Code of Integrity. Such a breach shall render us liable for punitive actions, including the rejection or cancellation of our bid, forfeiture of security, removal from the list of registered consultants/service providers, banning, and debarment for a period not exceeding two years from participation in future procurements of the Procuring Entity.</p> <p>-----</p> <p>-----</p> <p>Signed and Delivered by: For and on behalf of the Bidder Signature: Name of Authorized Signatory: Designation:</p>				
38	71	Annexure VII Rate Card Format (Role-wise)	(To be submitted in both Excel and signed PDF formats)					(To be submitted in both Excel and signed PDF formats)				
			S.no.	Role	Minimum	Minimum Experien	Monthly Rate (₹)	S.no.	Role	Minimum	Minimum Experien	Monthly Rate (₹)

S. No	Page Number	Particulars	Existing Covenants					Revised Covenants				
					Qualification	ce (Years)				Qualification	ce (Years)	
			1	AI / Solution Architect	B.Tech./ M.Tech./ PhD (CS/IT/AI/DS)	8–12		1	AI / Solution Architect	B.Tech./ M.Tech./ PhD (CS/IT/AI/DS)	10+ (including 5 years in AI/ML system design)	
			2	Program Manager	B.Tech./ MBA/M. Tech.	10–15		2	Program Manager	B.Tech./ MBA/M. Tech.	10+ (including 3 years in AI Programme)	
			3	Business Analyst	B.Tech./ MBA	5–8		3	Business Analyst	B.Tech./ MBA	5+	
			4	Data Science Lead	M.Tech./ PhD (CS/Math/Stats)	8–12		4	Data Science Lead	M.Tech./ PhD (CS/Math/Stats)	8+	
			5	Data Engineering Lead	B.Tech./ M.Tech.	8–12		5	Data Engineering Lead	B.Tech./ M.Tech.	8+	
			6	AI/ML Lead	B.Tech./ M.Tech./ PhD	7–10						
			7	MLOps Lead	B.Tech./ M.Tech.	6–9						

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			8	AI/ML Engineer	B.Tech./ M.Tech.	4–7		6	AI/ML Lead	B.Tech./ M.Tech./ PhD	7+	
			9	Data Scientist	B.Tech./ M.Tech.	4–7		7	MLOps Lead	B.Tech./ M.Tech.	6+	
			10	Data Engineer	B.Tech./ M.Tech.	3–6		8	AI/ML Engineer	B.Tech./ M.Tech.	4+	
			11	MLOps Engineer	B.Tech./ M.Tech.	3–5		9	Data Scientist	B.Tech./ M.Tech.	4+	
			12	AI QA Engineer	B.Tech./ M.Tech.	4–6		10	Data Engineer	B.Tech./ M.Tech.	3+	
			Note: • L1 will be determined by the total cost across all 12 roles. • All empaneled bidders must agree to match the L1 rates. • If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD.					11	MLOps Engineer	B.Tech./ M.Tech.	3+	
								12	AI QA Engineer	B.Tech./ M.Tech.	4+	
								Note: • L1 will be determined by the total cost across all 12 roles. • All empaneled bidders must agree to match the L1 rates. • If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an AI/ML Engineer, subject to prior written approval and justification from NeGD.				

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39	80	Annexure XIV - Integrity Pact	<p>Preamble</p> <p>NEGD intends to award, under laid down organizational procedures, contract for Empanelment of Law Firms for providing their resources on Secondment basis to DIC-NEGD, through an open tender process and has issued RFE bearing number _____. NEGD values full compliance with all relevant laws of the land, rules, regulations, economic use of resources, and of fairness/transparency in its relations with its Bidder(s).</p>	<p>Annexure XIV – Integrity Pact</p> <p>This Integrity Pact is in furtherance to Clause _____ of this RFE and is entered into by and between: National e-Governance Division (NeGD), having its office at Electronics Niketan, 4th Floor, 6 CGO Complex, New Delhi, (which expression shall, unless repugnant to the context, include its successors and assigns), of the First Part; AND _____, (Name of the Bidder), incorporated under the Companies Act, 1956/2013 / LLP Act, 2008 / Societies Registration Act, 1860 or registered with any other applicable authority, having its registered office at _____, (hereinafter referred to as the “Bidder”, which expression shall, unless the context otherwise requires, include its permitted successors and assigns), of the Second Part.</p> <p>Preamble</p> <p>NeGD intends to award, in accordance with its laid-down organisational procedures, a contract for the Empanelment of Partner Agencies for Deployment of</p>

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				<p>AI/ML Resources and Discovery of Rates for AI-Specific Manpower, for providing skilled resources on a secondment basis to DIC-NeGD, through an open tender process, and has issued RFE bearing number _____.</p> <p>NeGD values full compliance with all applicable laws, rules, and regulations, prudent and economical use of public resources, and the principles of fairness, transparency, and integrity in its dealings with all bidders. This Integrity Pact is executed to ensure transparency and to prevent corruption, collusion, or unfair practices at any stage of the tendering process and subsequent engagements under the empanelment.</p> <p>Section 1 – Commitments of DIC-NeGD</p> <p>a) NeGD commits itself to take all measures necessary to prevent corruption and shall observe the following principles:</p> <ul style="list-style-type: none"> • No employee of DIC-NeGD, either personally or through family members, shall, in connection with the RFE or execution of any engagement thereunder, demand, solicit, promise, or accept for self or any third person any material or immaterial benefit to which such person is not legally entitled. • NeGD shall treat all bidders equitably and transparently and shall provide the same information to all bidders

S. No	Page Num ber	Particulars	Existing Covenants	Revised Covenants
				<p>during the tender process, and shall not provide any confidential or additional information to any bidder that could result in an unfair advantage.</p> <ul style="list-style-type: none"> • NeGD shall exclude from the process any person found to have a conflict of interest or bias. <p>b) If NeGD obtains information regarding conduct of any of its officers/employees that constitutes an offence under the Bharatiya Nyaya Sanhita (BNS), 2023 and/or the Prevention of Corruption Act, 1988, or if there is substantive suspicion thereof, NeGD shall inform the Chief Vigilance Officer and may initiate disciplinary proceedings as applicable.</p> <p>Section 2 – Commitments of the Bidder</p> <p>a) The Bidder commits to take all measures necessary to prevent corruption and shall observe the following principles during participation in the tender process and during execution of any engagement under the empanelment.</p> <p>b) The Bidder shall not, directly or indirectly, offer, promise, or give to any employee of NeGD or any third person any material or immaterial benefit not legally entitled to, in order to obtain any advantage during the tender process or execution of engagements.</p>

S. No	Page Num ber	Particulars	Existing Covenants	Revised Covenants
				<p>c) The Bidder shall not enter into any undisclosed agreement or understanding, whether formal or informal, with any other bidder.</p> <p>d) The Bidder shall not commit any offence under the BNS, 2023 and/or the Prevention of Corruption Act, 1988, and shall not misuse or disclose confidential information obtained from NeGD for purposes of competition or personal gain.</p> <p>e) The Bidder shall disclose, at the time of bid submission, all payments made, committed, or intended to be made to agents, brokers, or intermediaries in connection with this tender.</p> <p>f) The Bidder shall not approach any Government official, public servant, political person, or external agency to influence the tendering or evaluation process.</p> <p>g) The Bidder shall exclude from the tender process and execution of engagements all known prejudiced persons, including those having family relationships with NeGD officials.</p> <p>h) The Bidder shall not indulge in any corrupt, fraudulent, coercive, undesirable, or restrictive practice.</p> <p>i) The Bidder shall not instigate third persons to commit offences outlined above or act as an accessory to such offences.</p> <p>Section 3 – Disqualification and Exclusion</p>

S. No	Page Num ber	Particulars	Existing Covenants	Revised Covenants
				<p>If the Bidder violates any provision of this Integrity Pact or the RFE, or otherwise puts its integrity or credibility in question, NeGD shall be entitled to:</p> <ul style="list-style-type: none"> • Disqualify the Bidder from the tender process, • Reject the bid or terminate empanelment or any work order issued thereunder, and/or • Debar/blacklist the Bidder as per applicable government guidelines. <p>Section 4 – Compensation for Damages</p> <p>a) If the Bidder is disqualified prior to award, NeGD shall be entitled to forfeit the Bid Security, if applicable.</p> <p>b) If NeGD terminates empanelment or any engagement due to breach, NeGD shall be entitled to invoke the applicable Performance Bank Guarantee furnished under the relevant RDR/Work Order, in addition to other recoveries as per the RFE and contract terms.</p> <p>Section 4 – Compensation for Damages</p> <p>a) If the Bidder is disqualified prior to award, NeGD shall be entitled to forfeit the Bid Security, if applicable.</p> <p>b) If NeGD terminates empanelment or any engagement due to breach, NeGD shall be entitled to invoke the applicable Performance Bank Guarantee furnished under the relevant RDR/Work Order, in addition to other recoveries as per the RFE and contract terms.</p> <p>Section 6 – Equal Treatment of Bidders</p>

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				<p>a) Only bidders who have executed this Integrity Pact shall be eligible to participate in this tender process and subsequent engagements.</p> <p>b) NeGD reserves the right to disqualify any bidder who fails to sign or violates this Integrity Pact.</p> <p>Section 7 – Criminal Charges</p> <p>If NeGD becomes aware of conduct by the Bidder or its representatives constituting corruption or criminal offence, the same shall be reported to the Chief Vigilance Officer for appropriate action.</p> <p>Section 8 – Miscellaneous Provisions</p> <p>a) This Integrity Pact shall be governed by Indian law, with jurisdiction at New Delhi.</p> <p>b) Any modification or termination of this Pact shall be in writing.</p> <p>c) If any provision is found invalid, the remaining provisions shall remain valid.</p> <p>Signatures</p> <table><tr><td>For & on behalf of DIC-NeGD</td><td>For & on behalf of the Bidder</td></tr><tr><td>Official Seal</td><td>Official Seal</td></tr><tr><td>Signature</td><td>Signature</td></tr><tr><td>Name</td><td>Name</td></tr><tr><td>Place</td><td>Place</td></tr><tr><td>Date</td><td>Date</td></tr></table>	For & on behalf of DIC-NeGD	For & on behalf of the Bidder	Official Seal	Official Seal	Signature	Signature	Name	Name	Place	Place	Date	Date
For & on behalf of DIC-NeGD	For & on behalf of the Bidder															
Official Seal	Official Seal															
Signature	Signature															
Name	Name															
Place	Place															
Date	Date															

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				Witness 1: Name, Signature & Address Witness 2: Name, Signature & Address
40	87	Annexure XVII – JDs Point no. 2 (Program Manager)	2. Program Manager Designation: Program Manager Educational Qualification: <ul style="list-style-type: none"> • B.Tech / B.E. in Computer Science or IT; MBA / M.Tech in Management or Systems preferred. • Project Management certification (PMP, PRINCE2, Agile) desirable. Experience: <ul style="list-style-type: none"> • 10–15 years in program/project management with a minimum of 5 years in AI/ML or digital transformation initiatives. • 3-5 years in senior management roles overseeing cross-functional teams and complex stakeholder relationships. • Prior experience handling cross-functional government or PSU programs. Key Responsibilities: <ol style="list-style-type: none"> 1. Provide end-to-end program governance, planning, and execution oversight for AI-driven 	2. Program Manager Designation: Product Manager(AI) Educational Qualification: <ol style="list-style-type: none"> 1. B.Tech./B.E. in Computer Science, Information Technology, Data Science, or related technical fields;(Must have) 2. MBA/M.Tech. in Management, Systems Engineering, or Certification Product Management preferred 3. Advanced degree (M.S./M.Tech.) in AI/ML, Computer Science, or related quantitative field highly desirable 4. Certifications (Desirable): Product Management certifications (Certified Scrum Product Owner, Product School AI PM Certification), AI/ML certifications (DeepLearning.AI, Google AI Product Manager), Agile/SAFe Product Owner certifications Experience:

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			<p>projects.</p> <p>2. Manage project delivery across multiple workstreams, ensuring alignment with NeGD objectives and Digital India goals.</p> <p>3. Coordinate with Solution Architects, Business Analysts, and other technical leads to ensure timely deliverables.</p> <p>4. Oversee resource utilization, budget tracking, and risk mitigation throughout project lifecycle.</p> <p>5. Conduct review meetings with NeGD officials, document progress, and ensure timely escalation of critical issues.</p> <p>6. Maintain KPIs, dashboards, and progress reports for senior-level monitoring and review.</p> <p>Technical Competencies:</p> <ul style="list-style-type: none"> • Program Management: Advanced proficiency in Agile, PMI, PRINCE2, and SAFe methodologies. • Tools & Platforms: Jira, Azure DevOps, Zoho Projects, Monday.com, and other program management suites. • Risk & Governance: Strong grasp of risk management frameworks, change control processes, and compliance protocols. 	<ol style="list-style-type: none"> 1. 8–12 years in product management with minimum 4–6 years in AI/ML or digital transformation initiatives 2. 3–5 years in senior product management roles leading AI-powered products from conception to market launch 3. 2–3 years managing cross-functional teams including data scientists, ML engineers, and business stakeholders 4. Proven track record delivering enterprise-grade AI products serving 100K+ users with measurable business impact <p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Define and own the end-to-end product vision, strategy, and roadmap for AI-driven government services including conversational AI, document processing, voice-enabled systems, and citizen service automation aligned with Digital India goals and organizational objectives 2. Lead product discovery, market research, and user research to identify citizen pain points and opportunities for AI intervention across government departments

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			<ul style="list-style-type: none"> • Budget & Vendor Management: Experience in cost estimation, vendor evaluation, and contract administration. • Integration & Architecture: Familiarity with API management, microservices, and enterprise integration patterns. • Technology Awareness: Understanding of conversational AI, NLP, computer vision, and automation in governance contexts. • Government Processes: Exposure to public procurement, RFE lifecycle, and multi-agency coordination mechanisms. • Security & Compliance: Awareness of data classification, access control, and information assurance standards. 	<ol style="list-style-type: none"> 3. Translate complex business requirements and government use cases into detailed product specifications, user stories, and acceptance criteria for technical teams 4. Oversee complete product lifecycle from ideation through launch, adoption, and continuous improvement for 8-10 concurrent AI initiatives 5. Manage cross-functional collaboration between AI/ML engineers, data scientists, MLOps, UX designers, business analysts, and government stakeholders ensuring alignment and timely delivery 6. Define and track key product metrics (KPIs, OKRs) including user adoption, accuracy, response times, cost per transaction, and citizen satisfaction scores 7. Conduct competitive analysis of AI products in government sector, identify best practices, and drive product differentiation strategies 8. Lead go-to-market planning including rollout strategy, change management, training programs, and adoption campaigns for government employees and citizens

S. No	Page Number	Particulars	Existing Covenants	Revised Covenants
				<p>9. Manage product budgets, resource allocation, vendor evaluation, and contract negotiations for AI platform components</p> <p>10. Knowledge of Responsible AI principles ensuring ethical AI deployment, bias mitigation, transparency, and compliance with MeitY guidelines and data protection regulations</p> <p>11. Facilitate stakeholder reviews with government officials, executive leadership, and department heads presenting product progress, metrics, and strategic recommendations</p> <p>12. Drive product innovation through experimentation with emerging AI technologies (LLMs, multimodal AI, agentic systems) evaluating feasibility for government applications</p> <p>Technical Competencies:</p> <p>1. AI/ML Understanding: Solid grasp of machine learning fundamentals, neural networks, LLMs, NLP, computer vision, model training, inference, evaluation metrics, and AI development lifecycle (not required to code but must understand technical tradeoffs)</p>

S. No	Page Number	Particulars	Existing Covenants	Revised Covenants
				<ol style="list-style-type: none"> 2. Product Management: Expert proficiency in Agile, Scrum, SAFe methodologies, product discovery frameworks (Design Thinking, Jobs-to-be-Done), roadmap planning, backlog prioritization (MoSCoW, RICE, Kano model) 3. Tools & Platforms: Advanced proficiency in Jira, Confluence, Azure DevOps, Miro, Figma, product analytics platforms (Mixpanel, Amplitude), A/B testing tools 4. AI Product Lifecycle: Understanding of MLOps workflows, model deployment pipelines, monitoring for drift and performance, continuous learning systems, and production AI challenges 5. Data Fluency: Ability to work with data scientists on data requirements, feature engineering, training data quality, and interpret model performance metrics (accuracy, precision, recall, F1-score) 6. Technology Stack: Familiarity with cloud AI services (AWS Bedrock, Azure OpenAI, Google Vertex AI), conversational AI platforms, RAG architectures, voice processing systems, and API-based integrations 7. Security & Compliance: Awareness of data classification, access control protocols,

S. No	Page Number	Particulars	Existing Covenants	Revised Covenants
				<p>information assurance standards, GDPR, Digital Personal Data Protection Act, and MeitY Responsible AI guidelines</p> <p>8. Analytics & Metrics: Strong analytical skills using SQL, Excel, data visualization tools (Tableau, Power BI) for product analytics, cohort analysis, funnel optimization, and business impact measurement</p> <p>9. Communication: Exceptional stakeholder management, executive presentation skills, ability to translate technical AI concepts for non-technical audiences, and facilitate alignment across diverse teams</p>

Annexure A - Pre-Bid Query Responses

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
1.	3.4 Overall Scope	19	Section 3 – Objective & Scope	Empanelled agencies shall provide manpower for end-to-end AI/ML application support.	Request clarity on whether the scope includes delivery-based outputs or only manpower deployment. Are agencies required to submit any deliverables during empanelment?	As per the RFE, the empanelment is primarily for manpower deployment and rate discovery, not for submission of project deliverables at the empanelment stage.
2.	3.5 Functional Domains	19–20	Section 3	Setting up inference server using open-source LLMs.	Please clarify whether infrastructure (GPU compute, storage, networking) will be provided entirely by NeGD, or agencies are expected to bring components.	All compute resources will be provided entirely by NeGD, while agencies must deploy manpower to configure and operate them. Pls Refer 3.6(a) of RFE.
3.	3.6 Indicative AI Services	19–22	Section 3	Empanelled manpower may contribute to reusable AI services.	Will these AI services be delivered as separate SOWs? Do agencies have to provide IP transfer terms during empanelment?	<p>1. The RFE specifies that empanelment is exclusively for manpower deployment and rate discovery, not for awarding separate SOWs for AI service development. Pls refer section (3.3 and 3.6)</p> <p>2. Since no deliverables are created at the empanelment stage, agencies are not required to provide separate IP transfer terms during empanelment; these apply</p>

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						only when resources begin producing deliverables under assigned SOWs. Pls. be guided by corrigendum with respect to IPR.
4.	4.1 Empanelment & Rate Discovery	27	Section 4	Bidders shall quote monthly rates for each manpower role.	Are the roles fixed, or can agencies propose additional roles? How will future roles be handled?	<p>1. Roles for rate discovery are fixed as per the 12 positions listed (Section 4.3). Agencies cannot propose additional roles during empanelment.</p> <p>2. For future or niche roles raised under an RDR, these will be mapped to the AI/ML Engineer rate unless otherwise approved by NeGD</p>
5.	4.2 Deployment & Management	28	Section 4	Agencies must respond to requisitions within 15–20 working days.	Does this SLA apply to senior roles such as AI Architect, where availability is limited?	Pls Refer RFE.
6.	4.3 Manpower Roles	28–29	Section 4	12 AI/ML manpower roles with defined experience criteria.	Can bidders propose candidates with experience beyond the stated maximum range?	Minimum experience must be met, and candidates with higher experience may be proposed.
7.	5.3 Technical Evaluation	34–38	Section 5	3 CVs per position per role to be submitted.	For niche roles, can bidders submit fewer CVs?	Please refer Corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
8.	5.5 L1 Rate Discovery	38–39	Section 5	All bidders must match L1 rates to qualify.	Can agencies opt out of specific roles instead of matching all L1 rates?	Please refer RFE (Section 5.1.4 and Section 5.5 – L1 Determination and Rate Card Acceptance). All bidders are required to match L1 rates for all roles to qualify.
9.	6.9 Payment Criteria	43–44	Section 6	60% manpower-based, 40% deliverable-based payment.	For manpower-only engagements, what deliverables are expected for the 40% portion?	Deliverables for the 40% component will be defined in the RDR and are project-specific.
10.	6.10 SLA & Penalties	44	Section 6	SLAs and penalties for non-performance.	Please provide detailed SLA metrics and penalty slabs.	Please refer RFE (Section 6.10 – Service Level Metrics & Penalties).
11.	Section 5.2 – Pre-Qualification Criteria – Turnover	32		Clarify if MSMEs/Startups are exempt from ₹50 Cr turnover requirement.	Supports startup ecosystem participation.	Please Refer Corrigendum
12.	Section 5.2 – HR Strength Requirement	32		Clarify if project-based manpower can be counted toward 200 FTE requirement.	Distributed project staffing is common for growing firms.	Please Refer Corrigendum
13.	Section 5.2 – AI/ML Experience	32-33		Clarify if smaller AI/ML projects can collectively qualify instead of one ₹3 Cr project.	Fair evaluation for specialized but smaller AI practices.	Please be guided by Corrigendum. Multiple smaller projects cannot be combined to meet this criterion.
14.	Section 3.6 (A) – Inference Server Setup	20-21		Confirm whether infrastructure (GPU/CPU) will be provided fully by NeGD.	Required for technical, cost, and design planning.	Infrastructure will be provided by NeGD.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
15.	Section 3.6 – Inference Infrastructure	20		Clarify if ongoing O&M for inference layer is bidder's responsibility.	Defines boundaries of bidder responsibility.	Ongoing O&M activities are performed only by deployed manpower as part of RDRs; there is no existing inference layer for agencies to maintain at the empanelment stage.
16.	Section 3.6 – Tooling	20		Clarify whether proprietary MLOps tools are permitted.	Impacts architecture and licensing compliance.	Proprietary tools may be used only with prior approval from NeGD; preference is given to open-source components.
17.	Section 3.6 – Responsible AI Requirements	21		Confirm expected Responsible AI compliance framework (ISO 42001 / RAIGE).	Ensures standardized model safety practices.	Compliance will follow Government of India's Responsible AI guidelines, and specific frameworks (if any) will be detailed in the RDR.
18.	Section 3.6 – AI Services	19-26		Confirm whether POCs are required during bid submission.	Avoids unnecessary prototype development effort.	No POCs are required to be developed or submitted as part of the bid submission. However, bidders may submit live links, access credentials, or demonstrable artefacts of AI solutions already deployed elsewhere, wherever such material is permissible to share. These may be showcased during the in-person presentation and interaction stage of the evaluation process, to substantiate technical capability, benchmark

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						performance, or prior implementation experience.
19.	Section 4.1 – Rate Card	27		Clarify if statutory components must be included in monthly rates.	Ensures consistent rate card interpretation.	Monthly rates must be inclusive of all statutory components and obligations (excluding applicable taxes).
20	Section 5.4 – L1 Determination	38		Confirm if L1 is based on cumulative total or weighted evaluation.	Ensures transparent financial evaluation.	Please refer RFE (Section 5.5 – L1 Determination and Rate Discovery). L1 is determined based on the cumulative total for all roles.
21	Section 4.3 – Manpower Roles	28-29		Clarify if additional niche AI roles can be proposed.	Supports inclusion of modern niche AI roles.	Additional niche roles cannot be proposed during empanelment; if required, such roles may be raised through an RDR and will be mapped to the AI/ML Engineer rate unless otherwise approved by NeGD.
22	Section 4.3 – AI QA Engineer	29		Confirm whether QA tools will be provided by NeGD or bidder.	Impacts test coverage and tool dependency.	QA tooling responsibilities lie with the deployed resource; open-source tools are preferred, unless NeGD specifies otherwise in the RDR.
23	Section 6.11 – Replacement Policy	46		Clarify penalty applicability when resource exits voluntarily.	Clarifies fair treatment for unavoidable attrition.	Penalties apply as per replacement timelines even in cases of voluntary exit.
24	Section 6.10 – SLA Penalties	44		Request maximum quarterly penalty cap for SLA penalties.	Needed for financial impact calculations.	Shall be defined in RDRs and mutually agreed by

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						NeGD/concerned ministry and the bidders.
25	Section 6.9 – Payment Structure	43		Request standard deliverable acceptance checklist for quarterly payments.	Prevents subjective deliverable assessment.	Shall be defined in RDRs and mutually agreed by NeGD/concerned ministry and the bidders.
26	Section 6.9.2 – Monthly Billing	43		Clarify if timesheet approval can be centralized at NeGD.	Ensures timely billing and reduces delays.	Please refer Corregendum.
27	Section 6.7 – PBG	42		Clarify if PBG applies only on first order or cumulative deployments.	Impacts financial exposure and BG limits.	Please refer Corregendum.
28	Section 7 – Bid Submission	53-56		Confirm if only digital submission is required, no physical copies.	Ensures compliance with CPPP norms.	Please refer RFE (Section 2.1 – Mode of Submission).
29	Annexure VII – Rate Card Format	71		Clarify if one rate card must be uploaded or multiple role-wise sheets.	Ensures correct rate card submission format.	Please refer RFE (Section 7.5 Part II)
30	Section 5.3 – Technical Scoring	34-38		Clarify evaluation weightage between live demo and written submission.	Ensures fairness & transparency in technical scoring.	Please refer Corregendum.
31	Section 5.3.5 – Benchmark Metrics	36-37		Clarify if benchmarks must use bidder models or pretrained benchmarks.	Clarifies benchmarking basis for evaluation.	Please be guided by RFE.
32	Section 3.6 (B) – AI Agents	25-26		Clarify expected scope for Agentic AI frameworks.	Ensures alignment with NeGD expectations.	Scope for Agentic AI frameworks is already defined and will be further detailed in the RDR based on project needs.
33	Section 3.6 – Document OCR	24		Request sample datasets for OCR, Liveness, ASR benchmarking.	Impacts evaluation consistency.	NeGD will provide the necessary training and testing datasets required for benchmarking and evaluation. Any additional datasets, if required, will be shared as part of the RDR.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
34	Section 6.6 – Deployment Timelines	41-42		Request extension of specialized role deployment SLA to 45–60 days.	Specialized AI hiring requires more time.	Please refer Corregendum.
35	Section 6.10 – Manpower SLA	45		Clarify whether SLA penalties apply per resource or per work order.	Prevents excessive penalty aggregation.	SLA penalties are applied per resource, as the metrics and penalties are defined at the individual resource performance level.
36	General	—		Clarify if subcontracting niche roles is allowed with approval.	Needed to access deep-tech niche talent.	Please be guided by RFE.
37	General	—		Clarify if empanelled agencies can compete in future solution RFPs.	Ensures no conflict-of-interest restrictions.	Please be guided by RFE.
	General	—		Clarify applicable GST/TDS norms for billing.	Required for correct taxation compliance.	Applicable GST/TDS will be levied/deducted as per Government of India norms at the time of billing.
38	General	—		Request indicative resource demand forecast.	Helps resource planning by bidders.	Any resource requirements will be communicated through RDRs, and issuance of a forward-looking forecast will depend on an internal decision by NeGD.
39	General	—		Clarify infra responsibilities (email, VPN, laptops, workspace).	Defines onboarding & infra responsibility.	Project-specific infrastructure such as email access, VPN, workspace, and required system access will be provided as defined in the RDR. Agencies are responsible only for ensuring deployed manpower meets the required technical readiness.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
40	4.2	28	4. Human Resource Engagement Framework	Evaluation & Selection: Candidate profiles shall undergo technical screening prior to placement.	Is there a facilitation to replace the resource submitted before screening?	Agencies may submit an alternate resource if the originally proposed candidate is unavailable prior to completion of screening, subject to timelines defined in the RDR.
41	4.2	28	4. Human Resource Engagement Framework	Onsite or Remote Engagement: Resources may work onsite or remotely as per project needs.	Can there be a facilitation of complete remote engagement of the resources?	Please refer RFE (Section 4.2 – Deployment and Management).
42	4.3	28	4. Human Resource Engagement Framework	AI/ML Manpower Roles, Responsibilities and Experience	Is there any criteria of resource to be on the payrolls of the bidder for a minimum no of years?	Please be guided by RFE.
43	General Query		Pre Qualification Point No. 6	Request exemption for Startups/MSMEs for this point		Please refer Corrigendum.
44			Eligibility – Turnover Relaxation		Request clarity on documentary criteria for startup/MSME turnover relaxation. Will MSME certification suffice as proof	Please refer Corrigendum.
45			Eligibility – Net Worth		Is there any relaxation for MSMEs. Will MSME certification suffice as proof	Please refer Corrigendum.
46			Eligibility – HR Strength (200 FTEs)		Request clarity on documentary criteria for startup/MSME employee strength relaxation. Will MSME certification suffice as proof	Please refer Corrigendum.
47			Experience – ₹3 Cr AI Project		Clarify what constitutes AI scope within ₹3 Cr project requirement.	Please refer Corregendum and (Section 5.3 Point no. 1) as to what constitutes as

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						AI/ML Implementation experience.
48			Experience – Global Projects Accepted?		Will overseas projects be accepted as eligible experience?	Refer Corrigendum
49			Benchmarks – Validation Requirements		Can internal benchmarks validated by certified auditors be submitted?	Technical evaluation will consider only the benchmarks and evidence formats specified in the RFE. Internal benchmarks—even if auditor-validated—will be accepted only if they align with the evaluation criteria defined in Section 5.3.
50			Evaluation – Templates (HLD/API/SLO)		Any recommended templates or expected depth for HLD/API/SLO sheets?	Please refer Corregendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
51			Inference Server – Evidence Requirements		Can sandbox/PoC deployments be presented as evidence?	Sandbox or PoC deployments may be submitted as evidence, provided they clearly demonstrate the required capabilities of inference setup, model deployment, monitoring, and performance.
52			Deployment – Timeline Flexibility		Are deployment timelines flexible for niche roles?	Please be guided by Corrigendum.
53			Rate Card – Onsite vs Remote		Can onsite and remote rates differ or must a single rate be quoted?	A single consolidated monthly rate must be quoted per role; the RFE does not provide separate onsite and remote rate categories.
54			Financial – Inflationary Revision		Will annual inflationary revisions be allowed during tenure?	Please refer Corrigendum.
55			Rate Discovery – L1 Publication		Will L1 rate card be shared with all qualified bidders?	Yes
56			OpenForge – Code Scope		Does all source code (incl. infra code/MLOps scripts) need to be open-sourced?	All code developed under the engagement must be made available to NeGD with full IPR. Open-sourcing on OpenForge will apply as per NeGD's decision for the specific work; not all internal scripts or infra code are mandated to be open-sourced by default.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
57			Escrow – Format Requirements		Specify required encryption/format standards for code escrow.	The Code must be submitted in a readable, buildable, and complete form, and any additional escrow format requirements will be as directed by NeGD.
58			Responsible AI – Toolkit		Will Responsible AI validation toolkit be provided to vendors?	Responsible AI checks shall follow Government of India guidelines; any specific validation toolkit, if required, will be provided or specified by NeGD.
59			Ministries – Payment Routing		Clarify how payments and performance evaluation will be routed for ministries.	The 60-40 deployment will be applicable for the projects routed through NeGD. Payments and performance evaluations will be carried out as per the project-specific arrangement defined by the concerned Government entity.
60			Ability to Decline Requests		Can agencies decline requests due to bandwidth constraints?	Agencies are expected to maintain adequate resource availability. Only those agencies that respond to the RDR within the stipulated timelines will be considered for deployment.
61			Payment Terms – 40% Deliverables		How will 40% deliverables payment be handled for manpower-only deployments?	For manpower-only deployments, deliverables will be defined as part of the engagement and detailed in the RDR. The 40%

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						deliverable-based component shall be released on a quarterly basis upon approval of the documented outputs.
62			GPU Availability		Will GPU clusters be provided by NeGD or must agencies provision?	GPU and related compute infrastructure will be provided by NeGD; agencies are not required to provision GPU clusters.
63			Hybrid Inference		Is hybrid inference setup acceptable?	Inference is to be deployed on the infrastructure provided by NeGD; any hybrid setup may be considered only if aligned with NeGD's approved infrastructure architecture.
64			Security Clearances		Are security clearances required for specific AI roles?	Any required security or access clearances will be specified by the concerned Government authority at the time of engagement and must be complied with by the deployed resources.
65			Limit on Empanelled Agencies		Is there a maximum number of empanelled agencies?	The RFE does not specify any cap on the number of agencies; all bidders meeting the qualification and rate acceptance criteria may be empanelled.
66			Submission Date of RFP		Can the submission date of RFP be shifted to 24th December 2025	Please Refer Corrigendum

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
67	Section 3.5 / 3.6	21-26	AI Services & Modules	RFE lists 6 AI service categories including Image Matching with Liveness Detection.	We seek clarification regarding the requirement of submitting 12 roles for resource profiles. Since we are bidding only for selected modules, we request confirmation on whether 12 roles need to be submitted for each module individually, or we can select any module and also submit the desired role. A clear clarification on this requirement will help us prepare our submission accurately.	All bidders are required to submit profiles for all 12 roles, as the empanelment and rate discovery process is not module-specific. Role submission is mandatory for all defined positions, irrespective of which AI service categories the bidder intends to support.
68	Section 5.2 - Pre-Qualification Criteria	33	Technical Certifications	Bidder must have ISO 27001 / CMMI Level 3 / Cloud Partner Accreditation.	We seek clarification on why Cloud Partner Accreditation has been made mandatory. As per our understanding, during the development phase, any implementing agency will upload their development code using the cloud infrastructure suggested by NeGD. It is standard industry practice for system integrators to host their code on any available cloud infrastructure as per project requirements, irrespective of cloud partnership status. Therefore, it should not be compulsory for the bidder to hold a cloud partner accreditation with a cloud provider. We kindly request	Bidders may submit any one of the three certifications; submission of all three is not mandatory.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
					NeGD to remove this clause and simplify the requirement.	
69	Section 5.2 - Pre-Qualification Criteria	32	Relevant AI/ML Experience (Either of the partners)	Published benchmark reports or independent audit results demonstrating model performance.	As a biometric organization, we currently use AI/ML for tuning algorithms based on various dataset gallery across all three modalities (face, finger, and iris) as we are a Identity solutions company. These algorithms are further test and benchmarked by NIST (National Institute of Standards and Technology) for global evaluation. Therefore, we request this third party certificate is enough to meet the requirement.	Published benchmark reports and independent audit results are acceptable forms of evidence.
70	5.3 Technical Evaluation	34	Relevant Experience in AI/ML Projects	The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope	With the advancement of technology, AI/ML and neuro network have been widely adopted by IT companies in their frameworks now adays. However, since this is an inception stage in the industry, it is challenging for many capable vendors to meet this qualification criterion to show PO. Relaxing this clause will help create a more competitive environment, allowing maximum vendor participation, which will ultimately benefit the department through wider competition and better proposals.	Please refer Corregendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
					We request to relax PO experience.	
71	5.3 – Technical Evaluation (Point 1)	34	Relevant Experience in AI/ML Projects – 25 Marks	<p>The bidder must have implemented one or more AI/ML solutions relevant to NeGD’s scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems.</p> <ul style="list-style-type: none"> • <p>The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or</p> <p>25</p> <ul style="list-style-type: none"> - 1 eligible AI/ML project: 10 marks - 2–3 projects: 15 marks - ≥4 projects: 25 marks <p>Evidence:</p> <ul style="list-style-type: none"> i. For Completed projects: Work Order and Completion/Go-live <p>35</p> <p>enterprise use cases, ensuring performance improvement over baseline benchmarks.</p> <ul style="list-style-type: none"> • <p>Bidders having experience in</p>	<p>We request NeGD to relax/dilute the scoring criteria under this parameter so that more bidders with proven technical capabilities in software development and emerging AI/ML services can qualify and compete.</p>	Please refer Corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				building, deploying inference server building experience shall be duly considered. • One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs.		
72	5.3 – Technical Evaluation (Point 2)	35	Organisational Resource Capability & Deployment Readiness	1. Strength of AI/ML resource pool (Solution Architects, Data Scientists, MLOps, etc.) – 10 Marks 2. HR systems for resource onboarding, replacement, and skill upgradation – 3 Marks 3. Availability of bench resources. – 2 Marks Please note: 3 CVs per position per role to be submitted	Recruitment is an ongoing organisational activity and resource allocation depends on project timelines and onboarding schedules. Therefore, it is difficult and impractical to keep 3 CVs ready for every position at the time of bid submission. We request NeGD to kindly relax this clause and allow bidders to commit resource availability at the time of bid submission instead of asking CVs during the evaluation stage.	Please refer Corregendum.
73	Section 4 – Human Resource Engagement	28	Framework, 4.2 Deployment and Management	General	Kindly clarify whether the deployed resources are required to work full-time onsite at NeGD New Delhi, or if hybrid/remote deployment will also be permitted under this engagement. We suggest remote mode only so that team can get the access of maximum knowledge and deliver the fast results by working in their regular setup and engaging with other colleague.	Resources may be deployed onsite or remotely as per project requirements. The mode of deployment will be communicated by the concerned authority based on the needs of the engagement.

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74	Section 6 – Empanelment Process,	41-42	6.6 Deployment Request & Selection Mechanism (phased nominations & deployment timelines)	General	Please clarify whether partial deployment at the initial stage will be acceptable in case the team ramp-up is planned in a staggered manner.	Deployment shall follow the phased nominations and timelines defined by the requesting authority. Partial or staggered deployment may be accepted only if it aligns with the phased requirement communicated for that engagement.
75	Section 6 – Empanelment Process	41	6.4 Eligibility for Participation Post-Empanelment	General	Kindly suggest whether a single deployed resource can be engaged across multiple departments or projects of MeitY under NeGD, or whether each resource must be dedicated exclusively to one project.	Each deployed resource is expected to be dedicated to the specific project/engagement for which they are deployed.
76	Section 6.9 Payment Criteria	43-44	6.9.2 Manpower payment – monthly, 6.9.4 Quarterly payment process – release cycle	General	Please confirm whether invoices will be raised on a monthly or quarterly basis and specify the expected payment cycle for the release of payments.	Manpower payments shall be invoiced and released on a monthly basis, while deliverable-based payments shall be released on a quarterly basis and shall be governed by RDRs.
77	5.2	33	5.2 Eligibility (Pre-Qualification) Criteria	The bidder must possess at least one of the following organisational certifications: • ISO 27001 (Information Security), • CMMI Level 3 or higher, • Cloud Partner Accreditation (AWS, Azure, or GCP).	Can this be exempted for MSME's & Startups. If not which level certification is needed- For AWS - Registered, Select Partner, Advanced Partner, Premier Partner	Certification is not exempted, and any valid Cloud Partner Accreditation (AWS/Azure/GCP) is acceptable; no specific tier is mandated.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
					For Azure - Solutions Partner for Azure Infrastructure, Solutions Partner for Digital & App Innovation (Azure), Solutions Partner for Data & AI (Azure), Legacy tiers: Silver / Gold	
78	5.3	35	5.3 Technical Evaluation	- HR certification with EPFO data	What sort of certification is needed	Please Refer Corrigendum
79	3.6 B	22	B. Indicative AI Services	<p>1. Document Summarization & Classification</p> <p>The selected agency shall design and implement a summarization and classification AI service to handle circulars, scheme documents, notifications, and unstructured notices, making them more accessible and actionable for citizens and call-centre staff.</p>	As per our understanding, the 'deployed manpower' will work on these projects and not the agency. But in the RFE the statement says "The selected agency shall design and implement ". Kindly clarify. The same is repeated on Page 23 & 24 as well.	The phrasing refers to the work performed by the deployed manpower, not the agency as a separate delivery entity. All design and implementation activities are carried out by the deployed resources assigned under the engagement.
80	Annexure II	65	Annexure II – Compliance Sheet for PreQualification and technical Qualification Proposal	Form A – Pre qualification, 9 HR Certifications - HR Certification on firm's letterhead	Which HR certifications are required	Please refer corrigendum.
81			5.2 Eligibility Criteria		Our organization (F9 Cybrisk Tech Private Limited) is a DPIIT-recognized startup incorporated in September 2024. Does NeGD intend to grant exemptions to startups for the 3-	Please refer corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
					year operational experience requirement?	
82			5.2 Eligibility Criteria		The turnover criterion specifies ₹50 Cr average turnover for FY 2022–23, 2023–24, and 2024–25. Can startups submit alternative financial proof such as net worth certificate or provisional statements?	Please refer corrigendum.
83			5.2 Eligibility Criteria		Kindly confirm whether MSME/startup relaxation applies to both turnover and operational years.	Please refer corrigendum.
84			Section 4 - Resource Requirements		We currently have a 5-member AI/ML team. Is submission of 3 CVs per manpower role mandatory, or will NeGD consider proportional relaxation for startups?	Please refer corrigendum.
85			Section 4 - Resource Requirements		For organizations with smaller teams, will NeGD consider resource expansion commitments instead of existing headcount?	Please refer corrigendum.
86			Section 5 - Technical Evaluation		Is prior government/PSU project experience mandatory, or are private-sector AI/ML projects acceptable for technical scoring?	Please refer corrigendum.
86			Section 5 - Technical Evaluation		For startups, will live demos or model performance benchmarks be accepted in lieu of completed projects?	Live Links and demos that have been created in Completed/Partial completed projects which covers the

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						scope described in the RFE shall be considered.
87			Section 2.2 - Pre-Bid Queries		The PDF shows a corrupted email ID ('aimeitynegd.gov.in'). Kindly confirm the correct email ID for submitting pre-bid queries.	Please refer corrigendum.
88			Section 2.2 - Pre-Bid Queries		Should pre-bid queries be submitted to both aimeity@negd.gov.in and director.pm@digitalindia.gov.in?	Please refer corrigendum.
89			Section 6 - Empanelment Process		If a startup qualifies technically but not financially, will NeGD maintain a separate panel/category for emerging AI startups?	Please refer corrigendum.
90			Section 6 - Empanelment Process		Will startups be allowed to participate for selected manpower categories (e.g., junior/mid-level AI/ML roles) instead of all categories?	Please refer corrigendum.
91	5.2	32	Point 4 : Human Resource Strength (PB) of Eligibility (Pre-Qualification) Criteria	The bidder should have a minimum of 200 full-time employees on its payroll as of the RFE issue date. MSMEs and Startups may be considered for exemption at NeGD's discretion.	1. What type of relaxation to be provided to MSME? 2. There are some employees who have not opted for PF. What evidence to be provided for those employees?	Please refer corrigendum.
92	5.2	32	Point 5 : Relevant AI/ML Experience (Either of the partners)	The bidder must meet one of the following: • Successfully executed at least one large-scale AI/ML implementation project for a Government entity,	Since this technology is new and adoption in India market is started now. We request you to kindly consider International private companies as well.	Please refer corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores.		
93		35	Point 2 :Organisational Resource Capability & Deployment Readiness	<p>1. Strength of AI/ML resource pool (Solution Architects, Data Scientists, MLOps, etc.) – 10 Marks</p> <p>2. HR systems for resource onboarding, replacement, and skill upgradation – 3 Marks</p> <p>3. Availability of bench resources. – 2 Marks</p> <p>Please note: 3 CVs per position per role to be submitted</p>	3 CVs per position will be difficult. Request you to reduces these nos.	Please refer corrigendum.
94	5.3 Technical Evaluation	34	Relevant Experience in AI/ML Projects	<ul style="list-style-type: none"> The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems. The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government OR enterprise 	We request that projects from private organization & international clients to be considered.	Please refer corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				<p>use cases, ensuring performance improvement over baseline benchmarks.</p> <ul style="list-style-type: none"> Bidders having experience in building, deploying inference server building experience shall be duly considered. 		
95	6.9	43	6.9.1 Payment Criteria Overview	<p>Payments linked to both manpower deployment and deliverable achievement shall be made as follows:</p> <p>60% – Manpower-based payment (Monthly basis)</p> <ul style="list-style-type: none"> 40% – Deliverable-based payment (Quarterly basis) This structure ensures accountability, performance measurement, and alignment with NeGD's outcome-driven objectives for AI/ML manpower deployment. 	Please elaborate on 40% payment released process.	Deliverable-based payments (40%) shall be released quarterly upon submission and approval of the defined outputs/documentation linked to the engagement.
96	6.1	45	Service Level Metrics & Penalties	<p>To ensure accountability and consistent delivery across deployed resources, the selected agency shall adhere to a structured Service Level Agreement (SLA) framework governing all personnel deployed under this RFE. These SLAs will define measurable performance</p>	The total penalty is approx 20% for the month. We request to cap it for 10%	Please be guided by RFE.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				indicators such as timely milestone achievement, quality of deliverables, responsiveness in issue resolution, and adherence to project documentation and reporting standards		
97	6.9.4 Quarterly Payment Process	44	6.9 Payment Criteria	All documentation for manpower and deliverables must be submitted by the last working day of each quarter.	Please clarify whether manpower-related documentation and invoices will continue to be submitted and processed monthly (as stated in 6.9.1), as manpower payments are monthly, or whether manpower documentation is also expected to follow the quarterly submission cycle mentioned in 6.9.4.	Manpower documentation and invoices remain monthly. Quarterly submissions apply only to deliverable-based components specified in the RDRs.
98	6.10 Service Level Metrics & Penalties	45	Manpower-Linked (60%)	Manpower-Linked (60%) Resource Replacement Replace with equal/ higher qualified personnel within 15 days	Considering industry-standard notice periods and the time required for sourcing and onboarding suitably qualified personnel, the 15-day replacement timeline may be challenging to meet for certain role categories. It is therefore requested that the timeline be extended to at least 60 days to account for practical hiring processes and notice period requirements.	Please refer corrigendum.
99	6.10 Service Level Metrics & Penalties	44	6.10 Service Level Metrics & Penalties	Applicability Assessment Reports - Submit within 15 working days of problem-statement handover	This clause may be removed as the applicability assessment may be conducted prior to the development and deployment and in-house by the client team	Please refer RFE (Section 6.10 – SLA Metrics).
100	6.10 Service Level Metrics & Penalties	45	6.10 Service Level Metrics & Penalties	These Service Level Agreements (SLAs) shall be applicable to all empanelled firms executing work orders under this RFE and will govern	i) For any penalty whatsoever, we understand that the penalty shall only be considered for the reasons solely attributable to the Agency.	Please refer RFE (Section 6.10 – SLA Metrics).

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				quarterly payments linked to manpower deployment and deliverable performance respectively. The SLAs will be reviewed at the end of each quarter against the defined parameters, and corresponding penalties or deductions shall be applied to the firm's quarterly invoice as per the matrix above. Consistent adherence to these SLAs will be a key determinant of continued engagement, renewal of work orders, and eligibility for future assignments under the empanelment.	ii) Penalty, if solely attributable to the Agency, should be capped at a maximum of 10% of the invoiced value.	
101			Section 5.2 – Eligibility (Pre-Qualification Criteria), Point No. 6	“The bidder must possess at least one of the following organisational certifications: ISO 27001, CMMI Level 3 or higher, Cloud Partner Accreditation (AWS, Azure, or GCP).”	Request to remove or make the certification requirement optional.	Bidders may submit any one of the three certifications; submission of all three is not mandatory.
102	2.1	16	2.1 – Mode of Submission	Queries and clarifications must be emailed to director.pm@digitalindia.gov.in using the format prescribed in Annexure VIII.	The Pre-bid Queries Template is Annexure IV (p.68), not VIII. Please correct the annexure reference to avoid rejection for wrong format.	Please refer corrigendum.
103	2.3	16	2.3 – Proposal Submission Format	‘Manpower Rate Card (Annexure V)’.	The Rate Card is Annexure VII (p.71). Please confirm the correct annexure number for the rate card.	Please refer corrigendum.
104	4.3	28	4.3 – AI/ML Manpower Roles	Bidders shall quote monthly rates for each role as per Annexure II – Rate Card Form.	The Rate Card has been provided in Annexure VII (p.71). Kindly rectify the reference.	Please refer corrigendum.
105	7.5	55	7.5 – Proposal Structure	Part II – Commercial Proposal: Must contain rate quotes for all manpower categories defined in	There is no Section 4.4; roles are prescribed in Section 4.3 (pp.28–	Please refer corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				Section 4.4 in the prescribed Excel format provided in the RFE Annexure.	29). Please confirm the correct section number.	
106	7.13	56	7.13 – Rate Card Submission	Financial proposal shall be submitted in the prescribed rate-card format (Annexure 10).	Annexures are titled; Rate Card is Annexure VII (p.71). Please clarify whether ‘Annexure 10’ refers to a different artifact or if this is a numbering error.	Please refer corrigendum.
107	7.13	56	7.13 – Rate Card Submission	Each bidder shall quote an all-inclusive per-resource, per-month rate for every manpower role defined in Section 4.4.	There is no Section 4.4; roles are prescribed in Section 4.3 (pp.28–29). Please confirm the correct section number.	Please refer corrigendum.
108	Annexure XIV	80	Annexure XIV – Integrity Pact (Preamble)	NEGD intends to award, under laid down organizational procedures, contract for Empanelment of Law Firms for providing their resources on Secondment basis to DIC-NEGD	Please provide a corrected Integrity Pact aligned to AI/ML manpower empanelment.	The Integrity Pact template provided in the RFE is standard and applicable across NEGD manpower empanelment procurements.
109	5.3	34	Section 5.3 - Evaluation Parameters - Points 1 (Relevant Experience in AI/ML Projects) and 5 (AI Solution Performance & Technical Benchmarking)	Evidence such as live links/API performance logs to substantiate benchmarks.	In cases where client access controls or NDAs prevent sharing of live links or logs, please recommend acceptable substitutes for each evidence type.	Bidders are requested to submit the best available and analogous proofs which can be substantiated.
110	7.15	58	7.15 - Allocation and Deployment of Manpower	Deploy approved resources within 20 calendar days of receiving a confirmed task order.	We understand that this is atypo as in Section 6.6 (Part 5) - "Deployment Request and	Please refer corrigendum

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					Selection Mechanism", it has been provided that "Once selected, the agency shall deploy the approved resource within thirty (30) working days."	
111	6.11	46	6.11 – Replacement Policy (B & C)	B: Replacement within 15 working days; C: penalty for every week of delay beyond the 10-day period.	There is a mismatch (15 vs 10 days). It is our understanding that the SLA will trigger after 15 working days of receipt of replacement request of the resources by the empanelled agency.	Please refer corrigendum.
112	6.9	43	6.9 – Payment Criteria	Payments linked to both manpower deployment and deliverable achievement shall be made as follows: • 60% – Manpower-based payment (Monthly basis) • 40% – Deliverable-based payment (Quarterly basis)	As per the given clause, there is a probability of there being resources from multiple agencies working on the same deliverables based project which will make it difficult to assign accountability on a specific agency for specific deliverables. Hence, if our understanding is correct, we request that this be a purely T&M based project and not dependent on deliverables.	Please refer corrigendum.
113	6.10	44	6.10 – SLA Penalties	These Service Level Agreements (SLAs) shall be applicable to all empanelled firms executing work orders under this RFE and will govern quarterly payments linked to manpower deployment and deliverable performance respectively.	The mentioned section has text which suggests that both Manpower and Deliverable components will be governed by SLAs. However, there are no SLAs which have been prescribed in RFE pertaining to the Deliverable component. Please confirm if additional	Please refer Corrigendum.

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					SLAs (For the deliverable component) will be introduced in the corrigenda.	
114	3.6	20	3.6(A) – Inference Server & Tooling	Assess shortlisted open-source base models against target use cases including but not limited to NLP, image, speech, matching etc. and document the runtime requirements (CPU/GPU profile, memory, storage, latency/throughput needs).	Please confirm if NeGD will provide a list of allowed/disallowed open source models to be used.	Not feasible right now.
115	3.6	20	3.6(A)(3) – Proprietary Tools Approval	Proprietary tools may be proposed only with prior NeGD approval and written justification.	It is our understanding that in case of a proprietary tool being required, the costs for the proprietary tools will be borne by NeGD. Please confirm if our understanding is correct.	Yes NeGD will bear the cost of the tools after approval.
116	7.14	58	7.14 - Empanelment and Agreement Execution	Empanelment shall not constitute a guarantee of work. NeGD and other Ministries/Departments may draw resources on a need basis as per the approved L1 rates.	It is our understanding that NeGD will intimate the respective ministries and departments regarding the AI/ML pool of resources under this RFE. Please confirm.	The scope already implies centralized intake of projects and deployment.
117	5.5	38-39	5.5 (7) - L1 Determination and Rate Card Discovery	The Discovered Rate Card shall remain applicable for the entire empanelment period and shall be uniformly used by NeGD and other Government entities drawing resources from the panel.	We propose an annual increment of 8-10% to account for inflation/other factors that contribute to rising costs year on year.	Please refer corrigendum
118	5.5	38-39	5.5 (8) - L1 Determination	Empanelled agencies shall not charge or offer manpower services at rates differing from the	It is our understanding that the rates will be locked only for Ministries/Departments/NeGD	RFE governs only NeGD-routed deployments; external tenders remain outside scope

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			and Rate Card Discovery	approved Discovered Rate Card during the validity of empanelment.	when they procure resources through the proposed empanelment. This fixed rates will not be applicable if any government entities decide to opt for procurement through open RFPs. Please confirm if our understanding is correct.	
119	6.5	41	6.5- Rate Card Acceptance and Enforcement	NeGD may approve a rate revision (upward or downward) through a written amendment to the empanelment agreement, subject to due justification and internal approvals.	It is requested that the circumstances be clarified under which a downward revision of identified L1 rates may occur. In such a case, will an option be provided to the empanelled agency to withdraw from said empanellment in case of a downward revision. Please confirm.	The commercial terms and L1 rates discovered through this RFE shall remain applicable for the duration of the empanelment. No downward rate revision is envisaged under the current terms and conditions. Accordingly, the question of empanelled agencies withdrawing on account of such a revision does not arise. No change in the RFE is envisaged at this stage.
120	6.8	42	6.8 (1) - Roles and Responsibilities During Deployment - NeGD/Client Entity	Facilitate system access and working infrastructure for deployed personnel.	In case the empanelled resources are sought by other ministries/departments, will system access and infrastructure be provided by the concerned client entity in that case?	During Deployment of the RFE, which states that the NeGD/Client Entity will facilitate system access and working infrastructure for deployed personnel. Accordingly, for deployments in other ministries/departments through this empanelment, the concerned client entity

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						will provide the required access and infrastructure.
121	4.3	28	Section 4.3 – AI/ML Manpower Roles	The RFE lists 12 roles (e.g., AI/ML Engineer, Data Scientist, DevOps, etc.) for empanelment and rate card discovery.	Considering the scope includes hosting inference servers on NIC/MeghRaj, ensuring compliance with MeitY AI Governance Guidelines, and strict data residency/security requirements (Sections 3.6, 6.14, 7.19), we propose adding a Cyber Security Expert role to the baseline list. This role would ensure secure deployment of AI/ML workloads, vulnerability management, and compliance with government security guidelines.	Please refer Section 4.3 of the RFE, which specifies the list of AI/ML manpower roles for empanelment and rate card discovery. No additional roles are being added at this stage.
122	5.2	32	5.2 (5) - Eligibility (Pre-Qualification) Criteria	Relevant AI/ML Experience (Either of the partners)	Please confirm if "Either of the partners" written here is a typo, as it has been said in the RFE that consortiums are not allowed.	Please refer corrigendum.
123	5.2	32	5.2 (5) - Eligibility (Pre-Qualification) Criteria	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase Completion Certificates	In practice it has been noticed that it is challenging to obtain completion certificates/go-live certificates from government clients. It is requested that self certified completion and go-live certificates be accepted with work order.	Please refer corrigendum
124	6.6	41-42	6.6(7) - Deployment Request and	Incentive for Early Deployment: if the selected agency successfully deployed the required manpower within first 15 days of issuance of	Please further clarify the conditions for "Incentive for Early Deployment". It is assumed that 15 "working days"	Please refer corrigendum.

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			Selection Mechanism	RDR, the empanelled agency shall be eligible for eligible for a one-time incentive of five percent (5%) on the invoice raised for the first month, on pro rata basis.	from issuance of RDR are to be considered as the benchmark for early deployment. Please provide further clarity on this point.	
125	6.7	42	6.7 (1) and 6.7 (4) - Performance Bank Guarantee	1. Each selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5 % of the value of the initial manpower deployment order (or ₹ 10 lakhs, whichever is higher) within 15 days of LoE issuance. 4. Upon successful completion of the empanelment period and settlement of all dues, NeGD shall release the PBG within 60 days.	PBG has been requested as 5% of initial manpower order (RDR) but PBG will be released post completion of empanelment period (2 years). There is a mismatch. You are requested to please clarify.	Please Refer Corrigendum
126	6.8	42	6.8(3) - Roles and Responsibilities During Deployment - Deployed Resource	Each Resource deployed by Empanelled Agency, at NeGD premises, shall be provided with the facility of Laptop/ Computer, tools, devices, mobile internet connection and any other essential resources required to effectively execute the assignment.	Please clarify whether NeGD will provide any project-specific tools or utilities (e.g., pre-approved AI governance toolkits, vulnerability scanning tools, or secure orchestration platforms) to ensure compliance with MeitY AI Governance Guidelines and security requirements.	Please refer Section 6.8(3) of the RFE, which specifies that deployed resources shall be provided with the required laptop/computer, tools, devices, internet connection and other essential resources necessary to execute the assignment. Any project-specific tools, utilities or platforms, wherever applicable, will be facilitated by the client entity/NeGD as per project requirements.
127	6.9	44	6.9.5 - Key Principles	If niche or specialized roles are requested by NeGD, the same shall be billed at 1.5 times the cost of an	It is submitted that the current list of niche roles provided in 5.3 (7) are inidcative/illustrative. In	The list of indicative niche roles provided in the RFE is illustrative and not

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				AI/ML Engineer, subject to prior written approval and justification from NeGD.	the case of NeGD/Client Entity requesting resources at a later point, how will Niche roles be decided? It is suggested that a exhaustive list of Niche Roles be provided in case the rates for the same are to be 1.5x of the AI/ML Engineer role.	exhaustive; identification of niche roles will be carried out by NeGD on a need basis during the course of engagement.
128	6.11	46	6.11.1 - Replacement Triggers	If NeGD is not satisfied with the substitution, it reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance) made by it to the selected Agency during the assignment pursuant to this RFE besides claiming an amount equal to the contract value as penalty.	Please confirm if there is a limit on the recovery of the previous payment made to the agency in this circumstance? Penalty should not be greater than the contract value.	Please refer corrigendum.
129	6.1	45	6.10 - Service Level Metrics and Penalties	All evaluated resources to be deployed within 30 days of Work Order	It is understood from the RFE and the subsequent pre-bid meeting held on 3rd Dec 2025 that the resources being proposed in response to this bid will be indicative resources only, to showcase the depth of the resource pool of the firm. As there is no guarantee of when a project might be assigned, the proposed resources may not be available for deployment as it would not be feasible to keep said resources on the bench. In such a scenario, alternative	Please refer Corregendum.

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					suitable resources can be brought in for the specific projects. Please confirm our understanding.	
130	6.6	41	6.6 - Deployment Request and Selection Mechanism	Following empanelment, NeGD (or an authorized government entity) will issue Resource Deployment Requests (RDRs) to the empanelled agencies as per project requirements.	It was confirmed in the pre-bid meeting that resources from more than one firm will not be assigned the same project, keeping in mind that the projects will (at least partially) be deliverable based, and that intra-firm dependency will complicate the assignment of accountability. Please confirm our understanding.	Please refer corrigendum.
131	6.14	48	6.14.2 - Security Controls	All deployed resources shall sign a Non-Disclosure Agreement (NDA) before onboarding.	It is our humble submission that since the bidding firm is signing an NDA as per the RFE (Annexure 13), the individuals employed by the firm should automatically be covered under it, making the resource specific NDA redundant.	Please refer corrigendum.
132	6.15	49	6.15.1 - Audit by NeGD or Its Nominee	NeGD or its authorised representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and access to relevant documentation, personnel, and systems.	It is requested to clarify and provide further details of the scope of the audit.	Please refer Corregendum.

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133	4.1.4	27	4.1.4. Utilisation by Government Entities	Ministries, Departments, and PSUs may draw manpower directly from empanelled agencies: ▪ (a) through NeGD facilitation; or ▪ (b) independently at the same discovered rates, without reporting to NeGD.	Will any department choose manpower from more than one agency for one project (cross agency collaboration)?	Please refer corrigendum.
134	5.2	32	5.2 Eligibility (Pre-Qualification) Criteria	Positive Net worth The Bidder shall have positive net worth for the three consecutive financial years (FY 2021-22, 2022-23, 2023-24).	We request that exemption shall be provided to startups in financial criteria, under Rule 173 (i) of GFR 2017) and Manual for Procurement of Goods 2017 published by Ministry of Finance Reference: Office memorandum no: NO DPE/7 (4)/2007-Fin. Government of India, Ministry of heavy Industries and Public Enterprises, Department of Public Enterprises, 2. Office Memorandum : No.F.20/2/2014-PPD(Pt.), Ministry of Finance , Department of Expenditure Procurement Policy Division Dated: 20th September, 2016 and 25th July, 2016.	Please refer corrigendum.
135	5.2	32	5.2 Eligibility (Pre-	Relevant AI/ML Experience (Either of the partners)	We request that exemption shall be provided to startups in prior	Please refer Corrigendum.

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			Qualification) Criteria	<p>The bidder must meet one of the following: • Successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores. OR • Demonstrated AI/ML solution achieving benchmark performance (accuracy, BLEU, F1, or equivalent) comparable to or exceeding leading open-source/commercial models (GPT, LLaMA, BERT, etc.) in a client or public evaluation</p> <p>OR</p> <p>Proven experience in developing or fine-tuning foundational AI models, beyond mere third-party API integration, with demonstrable evidence of custom model training, optimization, or deployment for enterprise or government use cases</p>	<p>experience criteria, under Rule 173 (i) of GFR 2017) and Manual for Procurement of Goods 2017 published by Ministry of Finance, provided the startup will provide technically qualifying manpower as required in the RFP.</p> <p>Reference: Office memorandum no: NO DPE/7 (4)/2007-Fin. Government of India, Ministry of heavy Industries and Public Enterprises, Department of Public Enterprises, 2. Office Memorandum : No.F.20/2/2014-PPD(Pt.), Ministry of Finance , Department of Expenditure Procurement Policy Division Dated: 20th September, 2016 and 25th July, 2016.</p>	
136	5.3	34	5.3 Technical Evaluation	1. Additionally, live links or access details of deployed models or implemented solutions must be provided (where applicable) to validate the implementation.	Kindly remove this point or make it optional, as the project completed or being implemented for government agencies, PSU or other industries mostly are implemented on their on premise hardware setups and they does not allow access to any third	This requirement is not mandatory in cases where access cannot be shared due to data security or deployment on on-premise infrastructure. In such cases, bidders may submit client-issued documentary evidence

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					party. Hence it will not be feasible to provide such links or access details for all of the deployed projects. Hence we request to limit this requirement to only documentation proof like work order, PO or certification from the client.	as stated in the RFE (e.g., work orders/POs/completion certificates/acknowledgement letters).
137	5.3	35	5.3 Technical Evaluation	2. Organisational Resource Capability & Deployment Readiness Evaluation based on: - HR certification with EPFO data	Any company having employee count under 20 does not need to be registered for EPFO or ESIC, hence we request to exempt startups from requirement of EPFO data.	Please refer corrigendum.
138	5.3	35	5.3 Technical Evaluation	2. Organisational Resource Capability & Deployment Readiness 3 CVs per position per role to be submitted	Requirement of 3 CVs per position per role where each CV should be qualifying minimum qualification criteria, indirectly impose higher number of employee requirement to the agencies, in turn biasing the RFP towards agencies with more employees. If an agency have minimum 12 qualifying manpower, one for each role they should be technically eligible for empanelment. Hence we request to change this to minimum 1 CV per position per role.	Please refer corrigendum.
139	5.3	35	5.3 Technical Evaluation	AI Solution Performance & Technical Benchmarking	We request that exemption shall be provided to startups in prior	Please be guided corrigendum for this point.

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					<p>experience criteria, under Rule 173 (i) of GFR 2017) and Manual for Procurement of Goods 2017 published by Ministry of Finance, provided the startup will provide technically qualifying manpower as required in the RFP.</p> <p>Reference: Office memorandum no: NO DPE/7 (4)/2007-Fin. Government of India, Ministry of heavy Industries and Public Enterprises, Department of Public Enterprises, 2. Office Memorandum : No.F.20/2/2014-PPD(Pt.), Ministry of Finance , Department of Expenditure Procurement Policy Division Dated: 20th September, 2016 and 25th July, 2016.</p>	No exemption for startups is being given from technical criterion.
140	5.3	34-35	Technical Evaluation Relevant Experience in AI/ML Projects	The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems.	Please let us know whether we can include projects executed outside India that meet the criteria	Please refer corrigendum.

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				<ul style="list-style-type: none"> •The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or enterprise use cases, ensuring performance improvement over baseline benchmarks. •Bidders having experience in building, deploying inference server building experience shall be duly considered. • One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs 		
141	5.3	34-35	Technical Evaluation Relevant Experience in AI/ML Projects	<p>The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems.</p> <ul style="list-style-type: none"> •The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or enterprise use cases, ensuring performance improvement over baseline 	AI solutions have been implemented as additional components in existing projects, not part of original scope. Will such AI implementations be considered?	AI/ML implementations that have been delivered as components within larger projects may be considered, provided that the AI/ML component meets the value, scale, complexity and performance criteria specified in the RFE and is supported by appropriate client-issued documentation.

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				benchmarks. • Bidders having experience in building, deploying inference server building experience shall be duly considered. • One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs		
142	5.3	35	Technical Evaluation Organisational Resource Capability & Deployment Readiness	HR systems for resource onboarding, replacement, and skill upgradation	Please provide details on what level information is to be included in the Organizational capability note	Please refer Corrigendum.
143	5.3	35	Technical Evaluation Organisational Resource Capability & Deployment Readiness	Availability of bench resources.	Please provide details on what level information is to be provided	Please refer Corrigendum.
144	5.3	36	Technical Evaluation Approach & Methodology Presentation and Interaction	Solution architecture walkthrough for indicative AI services.	Is it required to present the solution architecture for all the indicative use cases mention?	The solution architecture walkthrough is expected for the indicative AI services that align with the bidder's proposed capability and offerings, and it is not mandatory to present architecture for every use case listed in the RFE.
145	5.3	36	Technical Evaluation Approach &	Demonstrated understanding of NeGD's problem contexts and constraints.	Is live demo required during the presentation? If Yes, what will be the evaluation criteria. What	Live demonstrations are not mandated; however, bidders may showcase live capability

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
			Methodology Presentation and Interaction	<ul style="list-style-type: none"> • Solution architecture walkthrough for indicative AI services. • Prior assignments / implementations at similar scale. • Effectiveness of proposed delivery plan (accuracy, latency, uptime, Responsible AI). Please Note: Capability showcases for Implementation of Agentic AI workflows and Inference server setup shall be suitably rewarded.	features would be required to showcase	(pertaining to technical capability, implementation methodology) demonstrations if they choose to, as part of strengthening their technical presentation. Evaluation will be based on the criteria specified in Section 5.3, including understanding of NeGD's context, solution architecture, delivery plan effectiveness (accuracy, latency, uptime, Responsible AI), and scalability for government use cases.
146	5.3	36	Technical Evaluation AI Solution Performance & Technical Benchmarking	Demonstrated performance of deployed or benchmarked AI/ML models in real-world or client use.	How to showcase performance for models that were delivered and handed over to the client	For models that have already been delivered and handed over to the client, bidders may demonstrate performance through client-issued documentation (completion certificates, acceptance letters, evaluation reports, UAT/Go-Live metrics) and/or benchmarking results from the development/testing phase.
147	6.9	43	Payment Criteria	60% manpower-based, 40% deliverable-based payment.	Please provide details on How will deliverables be defined for roles that are purely operational (e.g., MLOps Engineer)?	Deliverables for each project will be defined in the respective Scope of Work / Resource Deployment

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						Request (RDR) / Work Order based on the nature of the assignment.
148	1	33	Clarifications and Relaxation	Only single legal entities meeting the eligibility criteria may apply. Consortiums or joint ventures are not permitted under this RFE.	Sir, considering the project size and the turnover criteria we kindly request you to allow the Consortium so that the companies with the relevant experience may participate.	Please be guided by RFE.
149			Section 5.3, Point 2, Note	3 CVs per position per role to be submitted	Does this mean 3 CVs x 12 roles = 36 CVs total? Are these actual employees on payroll or can include consultants/potential hires?	Please refer corrigendum.
150			Section 5.3, Point 4, Note	Capability showcases for Implementation of Agentic AI workflows and Inference server setup shall be suitably rewarded	How many additional marks available for this? What constitutes acceptable 'capability showcase'? Live demo expected?	The exact marking distribution will be applied within the scoring range specified for the Approach & Methodology Presentation and Interaction. Capability showcase may be presented in the form of a live demo, architecture walkthrough, case study, or performance benchmarks — live demo is not mandatory. Evaluation will focus on technical maturity, scalability, deployment readiness and relevance to use cases.
151			Section 5.3, Point 3	Approach & Methodology (A&M) – Documentation - 20 marks with specific sub-components	Should A&M cover ALL 6 AI services or can we focus on selected services based on our	Please refer Section 5.3 – Technical Evaluation (Point 3: Approach & Methodology

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					expertise? Sample HLD required for which service?	– Documentation). The A&M document is expected to demonstrate the bidder's overall approach for delivery of AI services in the government context; it is not mandatory to cover all six AI service areas exhaustively. Bidders may focus on services aligned to their expertise while demonstrating scalability of approach across other use cases. The sample High-Level Design (HLD) may be provided for the service(s) proposed by the bidder as mentioned in the corrigenda.
152			Section 5.3, Point 1, Evidence	live links or access details of deployed models or implemented solutions must be provided (where applicable)	For government/PSU projects with security restrictions, how to provide live access? Client reference letter sufficient?	Please refer Corregendum.
153			Section 5.3, Point 1	Bidders having experience in building, deploying inference server building experience shall be duly considered	Is inference server experience separate from the 6 AI services listed? Additional scoring for this? Part of the '1-4+ projects' count?	Inference server implementation is not a separate project category outside the six AI services; it will be considered as part of relevant AI solution projects requiring scalable deployment. Scoring for inference server capability is factored within the Technical Evaluation parameters and

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						contributes as an added strength during evaluation (not as a standalone “1–4+ projects” count). No change in the RFE is envisaged at this stage.
154			Section 3.6, Part B	Indicative AI Service to be built - 6 services listed but marked 'this list is not exhaustive'	(a) Are all 6 services mandatory deliverables or indicative? (b) What other services might be required? (c) How will new services be scoped and priced?	These services are indicative and not mandatory deliverables for every engagement. Additional AI services may be requested based on the specific needs of ministries/departments during the course of implementation. Any new services will be defined through the respective Scope of Work / Resource Deployment Request (RDR) / Work Order, including corresponding role requirements and pricing under the discovered rate card framework.
155			Section 3.4	End-to-end AI project execution, from problem definition to deployment	Does this include: (a) Infrastructure provisioning, (b) Data collection/annotation, (c) User training, (d) Post-deployment support? What is NOT in scope?	Please refer Section 3.4 of the RFE, which refers to end-to-end AI project execution from problem definition to deployment. The exact scope of work for each engagement will be defined by the respective ministry/department through

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						the SOW / RDR / Work Order. Infrastructure provisioning, data collection/annotation, user training and post-deployment support may be included where applicable, but they are not assumed by default and will be explicitly identified in the project's requirements. Activities not specified in the SOW / RDR / Work Order will not be considered in scope.
156			Section 3.5, Point 1; Section 3.6, Part A	Setting an inference server for NeGD using open source LLMs on the infrastructure provided by NeGD	(a) What is the infrastructure spec (CPU/GPU, capacity)? (b) Which open-source LLMs required? (c) What is expected throughput/SLA? (d) Single-tenant or multi-tenant?	Exact expectations of the inference server requirement shall be elucidated in the respective RDRs.
157			Section 3.6, Adaptive Inference	Adaptive inference layer supporting Commercially Paid Models and Open-Source models	(a) Who bears cost of commercial API calls? (b) Should we quote separately for commercial model usage? (c) What is monthly API call volume estimate?	If commercial model/API usage is required for a specific engagement, the cost responsibility and usage estimates will be defined by the respective ministry/department and specified in the SOW / RDR / Work Order.
158			Section 3.6, Part A, Note	Deployed manpower shall undertake all additional tasks necessary... including environment hardening, backup/restore drills...	What is the complete list of 'additional tasks'? How much effort expected beyond the 6 AI services?	The tasks are indicative and not intended to serve as an exhaustive list. The scope and effort related to

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
						infrastructure/operations activities will be defined for each engagement in the respective SOW / RDR / Work Order based on project-specific needs.
159			Section 3.6, Services 1-6	Functional flows shown for 6 services with detailed process diagrams	Are these flows: (a) Mandatory design specifications, (b) Indicative examples, (c) Minimum viable scope? Can we propose improvements?	They are not mandatory design specifications. Bidders may propose improved or alternate designs and architectures, provided that the proposed solution fully meets the functional intent and outcomes described in the RFE. Mandatory elements relate to fulfilling the functional and business objectives; enhancements and innovations beyond the indicative flows are welcome and shall be presented at the time of inperson interaction/presentation.
160			Section 4.3, Annexure XVII	12 manpower roles with minimum experience specified	(a) What is expected team size per role? (b) Is one resource per role minimum? (c) For initial deployment, how many resources of each role expected?	The exact number, mix, and seniority of resources required for any project shall be determined in the respective RDR / Work Order, based on the scope, timelines, and project-specific needs communicated

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						by NeGD or the concerned ministry at that time.
161			Section 6.6, Point 5	Deploy approved resource within thirty (30) working days	Does 30 days start from: (a) RDR notification, (b) Candidate selection, (c) Work order issuance? What if security clearance delays?	Please refer corrigendum.
162			Section 6.8, Point 3	Each Resource deployed by Empanelled Agency, at NeGD premises, shall be provided with Laptop/Computer, tools, devices...	Contradiction: This says agency provides equipment. But deployment can be 'onsite or remotely'. Who provides equipment for remote resources?	Where deployment takes place at NeGD premises, NeGD/Client Entity will provide seating, network access and workspace infrastructure. The deployed resource shall carry a laptop/system and necessary tools as per agency provisioning. For remote deployment, the empanelled agency shall ensure that the deployed resource has a secure and fully configured system, tools and internet connectivity. In both deployment models, all system configurations must comply with NeGD/Client Entity security and access policies.
163			Section 4.2	Resources may work onsite or remotely as per project needs	(a) What is expected onsite/remote split? (b) Is onsite location New Delhi only? (c) Any location preference in rates? (d) Travel cost reimbursement?	The RFE does not prescribe a fixed onsite/remote work split. The mode of deployment, location and onsite frequency (if any) will

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						be specified in the SOW / RDR / Work Order issued by the respective ministry/department. Onsite deployments may be at NeGD (New Delhi) or at any other ministry/department location as per project need. Travel, relocation and stay requirements (if applicable) will be specified at the RDR/SOW stage and will be governed by the relevant norms/approvals of the respective Client Entity.
164			Section 6.11 Point B vs Section 6.10 SLA 3	Resource replacement 'within fifteen (15) working days' vs 'within 15 days'	SLA table says '15 days' but detailed text says '15 working days'. Which is correct? Calendar or working days?	Please refer Corrigendum.
165			Section 6.11, Point B	Replacement must have qualifications and experience equal to or higher than the outgoing resource	If outgoing resource had 8 years experience, must replacement also have 8+ years or just meet the role minimum (e.g., 3-6 years for AI/ML Engineer)?	The replacement resource must comply with the minimum criterion specified in the corrigendum.
166	3.6	19	Section 3.6 A and B	Although this RFE focuses on manpower empanelment, deployed resources may contribute to the creation and maintenance of NeGD's AI services — modular, reusable architecture for AI Services across various Digital India products. Indicative AI Service to be built: A. Inference Infrastructure setup &	It is proposed that this RFE encompass both types of assignments: (i) resource deployment-based : for agility and flexibility, project governance is to be done solely by NeGD (ii) project-based : project scope is well-defined, solution-oriented; project governance is shared	The scope is as per the RFE; Resource deployment-based, post empanelment during the Work allocation, deliverables will be linked with the payment terms.

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				LLM/ SLM enablement B. Indicative AI Services	responsibility between the selected Agency and NeGD.	
167	3.6	19	Section 3.6 A	NeGD will establish an in-house, multi-tenant inference server so AI services/solutions can run securely, reliably and cost-effectively on approved government cloud/infrastructure (e.g., NIC/ MeghRaj or equivalent). The objective is to deploy and serve open-source models (Large language Models (LLMs), Small Language models (SLMs), etc.) behind stable APIs that any NeGD/ DIC project can call	We understand this RFE is only for manpower deployment, all other items (licensing, infra) will be borne separately by NeGD/ Client.	The infrastructure cost and the licensing fee will be borne by NeGD/Respective department.
168	3.6	19–26	Section 3.6 – Indicative AI Services	Includes multilingual ASR, OCR, CV, and document intelligence systems.	Given that training and evaluating AI models particularly for multilingual speech, OCR, handwritten form processing, and ID document recognition requires standardized and representative datasets, it is understood that NeGD would provide government-owned datasets (such as multilingual speech corpora, scanned forms, handwritten samples, and ID document templates) to support uniform benchmarking, ensure fairness across vendors, and uphold data governance norms.	Yes, NeGD would provide government-owned datasets—such as multilingual speech corpora, scanned forms, handwritten samples, and ID document templates—to enable uniform benchmarking, ensure fairness across vendors, and uphold data governance norms. Data preparation activities—including cleaning, annotation, standardisation, and anonymisation—will also fall within the defined scope.
169	3.6 (AI Agents)	24–26	Section 3.6 – Agentic AI	Indicative flow mentions agentic workflows for DigiLocker and other platforms.	We understand that NeGD would provide sandbox environments and test API credentials for DigiLocker	Yes, NeGD would provide sandbox environments and test API credentials for

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					and similar government systems to enable secure development and validation of agentic AI workflows	DigiLocker and other relevant government systems to enable secure development, testing, and validation of agentic AI workflows.
170	4.1.Standard Rate Card Consolidation	27	Section 4 – Human Resource Engagement Framework	NeGD shall finalise and publish the Standard AI/ ML Manpower Rate Card, valid across participating ministries and departments.	Clarification is requested on whether the discovered rate card for all manpower categories will remain fixed for the entire duration of the engagement or whether an annual revision mechanism (such as indexing or inflation adjustment) will be provided.	Please refer Corrigendum.
171	4.2 Deployment and Management	28	Section 4 – Human Resource Engagement Framework	Resources may work onsite or remotely as per project needs.	For on-site resources requirements, please provide an indicative list of locations where deployment may be sought. Further, please confirm that any travel expenses outside the base location, if needed post-deployment, shall be borne by NeGD or the concerned department on actuals	Deployment of resources may be onsite or remote based on project requirements. Onsite deployment may be at NeGD (New Delhi) or at any other ministry/department location, as specified in the respective SOW / RDR / Work Order.
172	5.2 – Financial Turnover	32	Section 5 – Pre-Qualification	The bidder should have an average annual turnover of at least INR 50 Crores during the last three financial years.	To ensure that the agencies empanelled have the financial capacity to scale up rapidly as per the resource requirements, it is requested to reconsider the average annual turnover requirement. Alternatively, it is suggested that there can be distinct empanelments for Tier-1 and Tier-2 firms (based on criteria such as financial	Please Refer Corrigendum

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					strength, number of resources, past experience etc.)	
173	5.2 – HR Strength	32	5.2 Eligibility (Pre-Qualification) Criteria	“The bidder should have a minimum of 200 full-time employees on payroll... MSME/Startup relaxation may apply.”	In view of the extensive manpower and interdisciplinary expertise required to support the AI/ML initiatives under this RFE, we request that NeGD reconsider enhancing the minimum manpower requirement to 1,000+ total employees, with 100+ AI/Data specialists, to ensure the participation of organizations with sufficient delivery depth and bench strength.	Please refer corrigendum.
174	5.2 Eligibility (Pre-Qualification) Criteria, point 6- Technical Certification & Quality Standards	33	5.2 Eligibility (Pre-Qualification) Criteria	"The bidder must possess at least one of the following organisational certifications: • ISO 27001 (Information Security), • CMMI Level 3 or higher, • Cloud Partner Accreditation (AWS, Azure, or GCP)."	Each of the mentioned certifications is distinct, important, and independent of the other. Therefore, it is requested that all of them be made mandatory.	Please refer RFE
175	5.3 Point 1. Relevant Experience in AI/ML Projects	34	Relevant Experience in AI/ML Projects	• One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs.	It is understood that a Bidder who does not submit at least one project \geq INR 3 cr or above would get a zero score in the entire criteria.	Please refer corrigendum.
176	5.3 Point 1. Relevant Experience in AI/ML Projects	34	Relevant Experience in AI/ML Projects	- 1 eligible AI/ML project: 10 marks - 2–3 projects: 15 marks - \geq 4 projects: 25 marks Evidence: i. For Completed projects: Work Order and Completion/Go-live Certificate or Client Reference Letter ii. For ongoing projects: Work Order and Proof of at least 50% completion on client letterhead.	It is requested that, for ongoing engagements, a CA certificate certifying that at least 50% payment (or minimum INR 25L) has been released on the project may also be accepted.	Please refer corrigendum.

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177	5.3 point 2. Organisational Resource Capability & Deployment Readiness	35	Organisational Resource Capability & Deployment Readiness	Evaluation based on: - HR certification with EPFO data - Organizational capability note covering HR systems, replacement and skill upgradation.	We request elaboration on the specific requirements of this clause and the exact formats in which the requisite certifications are to be submitted. Further, as EPFO statements contain sensitive, personal, and financial information, we request that NeGD consider self-certification as a valid proof of compliance.	Please refer corrigendum.
178	5.3 Technical Evaluation point 3 Approach & Methodology (A&M) – Documentation	35	Approach & Methodology (A&M) – Documentation	High-level design approach for AI Services (as per Section 3) – 5 Marks	Kindly confirm that HLDs and design approach for any one use case as a sample is to be showcased in the A&M- Documentation	Please refer corrigendum.
179	5.3 point 2. Organisational Resource Capability & Deployment Readiness	35	Organisational Resource Capability & Deployment Readiness	Please note: 3 CVs per position per role to be submitted	Please clarify if 36 CVs are required to be included in the empanelment proposal as the evaluation criteria does not specify the same.	Please refer corrigendum.
180	5.3. Point 3: Approach & Methodology (A&M) – Documentation & Point 4: Approach & Methodology Presentation and Interaction	36	Section 5 – Technical Evaluation	<ul style="list-style-type: none"> •Understanding of NeGD’s AI Services objectives and reusability principles, High-level design approach for AI Services (as per Section 3), Integration plan (APIs, CI/CD, rollback, audit logs), Responsible AI Guardrails (prompt injection, bias/hallucination, PII masking, off-topic detection). •Demonstrated understanding of NeGD’s problem contexts and constraints, Solution architecture 	Since this RFE is primarily intended for empanelment and the detailed Scope of Work will be defined at a later stage, it may be appropriate to reconsider the requirement for an Approach & Methodology submission and a Presentation. As the evaluation framework already allocates marks across other clearly defined parameters, removing these components could help avoid subjective interpretation at the empanelment stage.	These components are integral to assessing a bidder’s technical depth, solution design capability, and readiness to deliver AI/ML services at scale. Although the empanelment precedes project-specific SOWs, the methodology submission and presentation allow evaluation of the bidder’s capability to design

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				walkthrough for indicative AI services, Prior assignments / implementations at similar scale, Effectiveness of proposed delivery plan (accuracy, latency, uptime, Responsible AI).		reusable AI architectures, ensure Responsible AI compliance, and support national-scale deployments. Therefore, these parameters will remain part of the technical evaluation.
181	5.3 Point 5. AI Solution Performance & Technical Benchmarking	36	Section 5 – Technical Evaluation	Bidders must demonstrate AI performance using metrics (ROUGE, BLEU, WER, CER, CRR, WRR, FAR, Field F1, Intent F1, etc.).	Please allow self-certification by an authorized signatory, as third-party benchmarking reports may not be available. Also, there may be client confidentiality and proprietary terms and conditions too.	Self-certification alone will not be considered sufficient, as it does not provide independent validation. Bidders may, however, use performance evidence from prior projects while masking/redacting confidential or proprietary client details, and video demonstrations / anonymised benchmark reports / internal test reports may also be submitted if third-party access is restricted as advised in the corrigendum.
182	5.3 point (7)	37	Technical Evaluation	Specialized AI Resource Profiles (Niche Roles)	Please provide a clear scoring criteria to ensure uniform and objective evaluation across bidders.	Please refer corrigendum.
183	5.3.1	38	5.3 Technical Evaluation	The final empanelment shall include all technically qualified bidders who agree to match the L1 manpower rates discovered during financial evaluation.	It is requested to consider multi-tier empanelment (Tier 1 and Tier 2).	Please be guided by RFE.
184	5.5	38	Section 5 – L1 Determination	Discovered L1 rates remain applicable for the entire empanelment period.	Considering market volatility and rising AI talent costs, NeGD may allow annual rate escalation (e.g., 8% YoY), as permitted in other	Please refer Corrigendum.

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					government manpower rate contracts	
185	5.5 L1 Determination and Rate Card Discovery	39	5.5 L1 Determination and Rate Card Discovery	The role-wise rates quoted by the L1 Bidder shall collectively constitute the Discovered Rate Card for all manpower roles.	As the role-wise rates quoted by the L1 bidder will define the Discovered Rate Card for all manpower categories, it is suggested that NeGD establish a minimum benchmark person-month rate for each role to ensure quality, prevent under-pricing, and maintain parity across bidders.	Please be guided by RFE.
186	6.7	42	Section 6	Each selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5 % of the value of the initial manpower deployment order (or ₹ 10 lakhs, whichever is higher) within 15 days of LoE issuance	It is understood that there will be a one-time PBG of 5% or 10 lakhs for the empanelment. Please confirm that no further PBGs will be required subsequently for work orders issued for each assignment/project.	Please refer corrigendum.
187	6.9 Payment Criteria	43	6.9.1 Overview	Payments linked to both manpower deployment and deliverable achievement shall be made as follows: <ul style="list-style-type: none"> • 60% – Manpower-based payment (Monthly basis) • 40% – Deliverable-based payment (Quarterly basis) This structure ensures accountability, performance measurement,	It is requested that the payment criteria may be made fully Time & Material (T&M) based, as the selected firms would not have control over allocation decisions, effort sizing, or end-to-end delivery ownership. Additionally, resources from multiple vendors may be deployed by NeGD on the same project workstream, making it inappropriate to assign deliverable accountability to a single firm.	Please be guided by the RFE.
188	6.9.4 Quarterly Payment Process	44	Financial – Inflationary Revision	All documentation for manpower and deliverables must be submitted by the last working day of each quarter.	Please clarify whether manpower-related documentation and invoices will continue to be submitted and processed monthly (as stated in 6.9.1), as manpower payments are monthly, or whether manpower	Please refer corrigendum. Manpower invoicing and documentation will continue to be submitted and processed on a monthly basis

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					documentation is also expected to follow the quarterly submission cycle mentioned in 6.9.4.	as stated in Section 6.9.1. The quarterly cycle mentioned in Section 6.9.4 applies only to consolidation and reconciliation of deliverable-based payments.
189	6.10 Service Level Metrics & Penalties	45	Manpower-Linked (60%)	Manpower-Linked (60%) Resource Replacement Replace with equal/ higher qualified personnel within 15 days	Considering industry-standard notice periods and the time required for sourcing and onboarding suitably qualified personnel, the 15-day replacement timeline may be challenging to meet for certain role categories. It is therefore requested that the timeline be extended to at least 60 days to account for practical hiring processes and notice period requirements.	Please refer corrigendum.
190	6.10 Service Level Metrics & Penalties	44	6.10 Service Level Metrics & Penalties	Applicability Assessment Reports - Submit within 15 working days of problem-statement handover	This clause may be removed as the applicability assessment may be conducted prior to the development and deployment and in-house by the client team	Please be guided by RFE.
191	6.10 Service Level Metrics & Penalties	45	6.10 Service Level Metrics & Penalties	These Service Level Agreements (SLAs) shall be applicable to all empanelled firms executing work orders under this RFE and will govern quarterly payments linked to manpower deployment and deliverable performance respectively. The SLAs will be reviewed at the end of each quarter against the defined parameters, and corresponding penalties or deductions shall be applied to the firm's quarterly invoice as per the matrix above. Consistent adherence to these SLAs will be a key determinant		Please be guided by RFE

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				of continued engagement, renewal of work orders, and eligibility for future assignments under the empanelment.		
192	Service Level Metrics & Penalties	45	6.10 Service Level Metrics & Penalties	It may also be noted that New SLA's might be added during the award of work as per the requirements of the project as per the payment terms. Right of applicability of such SLAs resides with NeGD/concerned ministry or department.	Adding new SLAs after empanelment may alter scope, effort, timelines, and penalties that were not considered during the bidding process, creating commercial and delivery risks. Therefore, please confirm that any post-award SLAs will require mutual agreement and a formal change-control process.	Please refer corrigendum/.
193	6.11.1 Replacement Triggers	46	6.11.1 Replacement Triggers	If NeGD is not satisfied with the substitution, it reserves the right to terminate the contract and recover whatever payments (including past payments and payment made in advance)	The clause related to retrospective recovery (of past payments) may be removed.	Please refer corrigendum/.
194	6.11.1 Replacement Triggers	46	6.11.1 Replacement Triggers	NeGD reserves the unconditional right to insist the selected Agency to replace any team member with another (with the qualifications and competence as required by NeGD) during assignment pursuant to this RFE.	It is understood that such replacement will be on a like-for-like basis, ensuring alignment with the originally approved role, qualifications, and competence parameters	Replacement of any deployed resource shall be on a like-for-like basis in alignment with the qualifications, experience and competence prescribed for the respective role under this RFE and as approved by NeGD at the time of deployment. The requirement is role-based and does not mandate matching the personal seniority of the outgoing resource beyond the minimum criteria for the role.
195	6.13 Termination of Empanelment	47	6.13.1 Termination by NeGD	In such event, termination will be without compensation to the selected Bidder,	It is understood that previously due payments shall be released in this case.	Termination without compensation" refers to non-

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						payment of any future or unearned amounts beyond the termination date.
196	6.14.1 Confidential Information	48	6.14.1 Confidential Information	<p>6.14.1 Confidential Information All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD:</p> <ul style="list-style-type: none"> o Disclose such information to third parties, or o Use it for purposes other than project execution. 	<p>We request you to cap the confidentiality timeline and propose the following;</p> <p>The Agency may retain such portion of the Confidential Information that is required for compliance with its statutory, regulatory, or professional conduct obligations. The confidentiality obligations shall survive the termination of this Contract/completion of services for a period of one (1) year.</p>	Please refer Corrigendum.
197	6.14.2 Security Controls Security Controls	48	6.14.2 Security Controls Security Controls	All deployed resources shall sign a Non-Disclosure Agreement (NDA) before onboarding.	<p>Since the empaneled agencies are required to sign the NDA, there should not be a requirement to sign the NDA for every deployed resource. Please also refer to the clause 4.2 of the RFE - <i>"Compliance: All statutory and confidentiality obligations shall rest with the empanelled agency."</i></p> <p>If at all required, then for any individual breach, the firm should not be held liable unless there is a collective involvement.</p>	Yes, organization will sign the NDA in which all the resources will be covered.
198	6.15 Audit Rights and Inspection	49	6.15.1 Audit by NeGD or Its Nominee	NeGD or its authorised representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and	This clause may be removed as we would have data/ information of other clients, and it would be a breach of confidentiality in case we allow the client to audit our office/ system	Please refer corrigendum.

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				access to relevant documentation, personnel, and systems.		
199	7.13 Rate Card Submission and Discovery Process	56	7.13 Rate Card Submission and Discovery Process	7.13 Rate Card Submission and Discovery Process	There is a mismatch between the qualifications and experience listed in Annexure VII, and the parameters referenced under Section 7.13.-Rate Card Submission and Discovery Process- Please clarify which set of requirements should be considered for evaluation	Please refer corrigendum.
200	7.15	58	Section 7	Deploy approved resources within 20 Calendar days of receiving a confirmed task order	On account for practical hiring processes and notice period requirements, it is requested to extend the 20-day deployment timeline to 60 days	Please refer corrigendum.
201	2. Ownership and Licensing	59	7.17	Intellectual Property Rights (IPR) 2. Ownership and Licensing a) All Intellectual Property Rights (IPR) in the outputs, deliverables, reports, tools, databases, algorithms, or software developed under this contract, including any patents, designs, trademarks, or copyrights, shall vest with the Procuring Entity, unless the Consultant/Agency retains ownership by written agreement.	We understand that any pre-existing IPR of the Agency will not be transferred to NeGD.	Please be guided by Corrigendum. Any pre-existing IPR, proprietary tools, frameworks, libraries, or accelerators owned by the Agency prior to the engagement shall continue to remain the property of the Agency. Only the outputs, deliverables, and artefacts specifically developed under this contract for NeGD/Client Entities shall vest with the Procuring Entity, unless otherwise agreed in writing.
202	7.18 Conflict of Interest and Ethical Compliance	61	7.18 Conflict of Interest and Ethical Compliance	D. Agencies must adhere to the Responsible AI Guidelines (MeitY, 2023) and ensure that all deployed models or services follow ethical,	It is submitted that while guardrails can be deployed, and fine-tuning can be done on a best-effort basis, on an iterative basis.	Adherence to MeitY's Responsible AI Guidelines (2023) is a mandatory requirement. Guardrails,

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				unbiased, and accountable AI practices.		bias-mitigation techniques and ethical AI controls are expected to be implemented proactively and iteratively throughout the lifecycle of AI development and deployment. A “best-effort” qualification cannot be accepted because ethical, unbiased and accountable AI practices are integral compliance conditions under this RFE.
203	7.19 Data Governance, Compliance & Security Adherence	63	Data Governance, Compliance & Security Adherence	Data Governance, Compliance & Security Adherence	The resources that will be deployed will be based on NeGD's or the Client's evaluation and selection of the proposed candidates. It is requested that NeGD/ Client set up a governance framework and SOPs established for the same.	Evaluation and onboarding of resources shall be carried out by NeGD / the concerned Client Entity as per project requirements and the security/governance policies applicable to that ministry/department. Governance frameworks, SOPs and access protocols are defined at the time of onboarding for each project based on its sensitivity and infrastructure environment. The request to incorporate project-specific governance frameworks into the RFE is not envisaged, as these vary across ministries and will be

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						communicated during deployment.
204	Annexure VI – Financial Strength Format	70	Turnover from AI/ML or Technology Services (₹ Crores)	The average turnover must be \geq ₹50 Crores mostly from AI/ML or technology services.	This is not consistent with what is mentioned in the eligibility criteria. Please clarify,	Please refer corrigendum.
205	Annexure VII – Rate Card Format (Role-wise)	71	Annexure VII – Rate Card Format (Role-wise)	AI / Solution Architect B.Tech./M.Tech./PhD (CS/IT/AI/DS)	It is requested that NeGD consider evaluating resource eligibility based on relevant work experience, skills, and project exposure, rather than strictly on academic trade/discipline, especially for specialized AI/ML roles where practical expertise is often more critical.	Please be guided by RFE.
206	Annexure XIII - Confidentiality and Non-Disclosure Agreement	78	Annexure XIII - Confidentiality and Non-Disclosure Agreement	Annexure XIII - Confidentiality and Non-Disclosure Agreement	This applies to the agencies that are empanelled/provide acceptance of the award of empanelment.	Yes
207	Financial Terms	–	Section 6.9 / General Terms	Travel or on-site deployment requirements are not explicitly costed.	It is understood that the expenses for any travel requirement due to NeGD/client requirements outside the base location of deployed resources shall be borne by NeGD/Client as per actuals.	Yes
208	Limitation of Liability (LoL)	-	-	-	It is requested that NeGD may include the following clause in the contract: Notwithstanding anything contained in the contract, Client agrees that the Vendor/ Bidder shall not be liable to Client, for any losses, claims, damages, liabilities, cost or expenses (“Losses”) of any nature whatsoever, for an aggregate	Please refer corrigendum.

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					amount in excess of the fee paid under the contract for the services provided under the contract, except where such Losses are finally judicially determined to have arisen primarily from fraud or bad faith of the Vendor/ Bidder. In no event shall the Vendor/ Bidder, be liable for any consequential (including loss of profit and loss of data), special, indirect, incidental, punitive, or exemplary loss, damage, or expense relating to the services provided pursuant to this Contract	
209	Termination of Empanelment	48	6.13.3 Termination by the Agency	An empanelled agency may terminate its empanelment by giving 60 days' written notice, subject to completion of ongoing assignments and approval from NeGD	This clause may be deleted	Please refer corrigendum.
210	6.20 Miscellaneous Provisions	52	Indemnification	The agency shall indemnify and hold harmless NeGD and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.	<p>This clause may be rephrased as following:</p> <p>The agency shall indemnify, defend and hold harmless Client from all Claims attributable to claims of third parties solely for bodily injury, death or damage to real or tangible personal property, to the extent directly and solely caused by the gross negligence or intentional misconduct of agency while engaged in the performance of the Services. For the purposes of this Contract, "gross negligence" means conduct of so high a degree as to</p>	Please refer corrigendum.

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					amount to consciously reckless disregard of professional duty	
211	6.20 Miscellaneous Provisions	53	Indemnification	—	<p>Unlimited liability may be removed. Alternatively it is requested to add another point (g) in the indemnity clauses as follows:</p> <p>Under no circumstance will agency's aggregate liability for all losses ever exceed the fees received by agency from NeGD for the Service(s) rendered under a specific statement of work/work order to which the losses relate. In circumstances where the Service(s) are for a period exceeding 12 months, the aforementioned limit shall be an amount not exceeding the fees received by agency for such Service(s) in the 12-month period preceding to which such losses relate.</p>	Please refer corrigendum.
212	7.16 Confidentiality and Data Protection	59	—	—	<p>It is proposed to add another point (c) in this clause as follows: The obligations imposed by this clause shall survive the termination of this Agreement for a period of one year.</p>	Please refer corrigendum.
213	2. Ownership and Licensing	60	2. Ownership and Licensing	<p>b) Where the Consultant/Agency uses proprietary software, tools, or scripts essential for the operation or modification of the deliverables, the Consultant/Agency shall:</p> <ul style="list-style-type: none"> o Disclose such tools in writing during the engagement; and o Grant the Procuring Entity a non- 	<p>It is proposed to add the following language to this clause:</p> <p>Notwithstanding the foregoing, Agency's obligations in this clause will not apply to the extent that such IP Claim arises from, or could have been avoided except for: (i)</p>	Please refer corrigendum.

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				exclusive, royalty-free, perpetual, worldwide license to use, modify, and maintain such tools or scripts for the contract's purposes.	modification of the Deliverable other than by Agency or its subcontractors; (ii) use of the Deliverable in breach of the Contract or in a manner not contemplated by the Statement of Work; (iii) failure of the Client to use any corrections or modifications to the Deliverable or its usage that were made available by Agency; (iv) information, materials, instructions, specifications, requirements or designs provided by or on behalf of the Client; (v) use of the Deliverable in combination with any data, product, service, software, platform, network or other technology not provided by Agency; or (vi) any data, product, service, software, platform, network or other technology obtained by Agency from a third party provider and included in the Deliverable.	
214	Annexure XIII - Confidentiality and Non-Disclosure Agreement	78	Confidentiality and Non-Disclosure Agreement	On completion of the project and in case unsuccessful, promptly return to DIC-NEGD, all Information in a tangible form or certify to NEGD that it has destroyed such Information.	<p>It is requested to modify the clause as following:</p> <p>On completion of the project and in case unsuccessful, promptly return to DIC-NEGD, all Information in a tangible form or confirm to NEGD that it has destroyed such Information.</p> <p>The obligations herein shall not apply to the extent that it is necessary to retain copies to be in compliance with statutory,</p>	Please refer corrigendum.

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					regulatory, internal storage or professional obligations subject to confidentiality obligations as per this Agreement.	
215	Annexure XIII - Confidentiality and Non-Disclosure Agreement	78	Confidentiality and Non-Disclosure Agreement	Was previously known to the _____ free of any obligation to keep it confidential at the time of its disclosure as evidenced by the _____ written records prepared prior to such disclosure; or	It is requested that this clause may be removed. Previous records are also confidential in nature for other clients. The same may be admissible as evidence to NeGD unless mandated by a legal requirement.	Please refer corrigendum.
216	Annexure XIII - Confidentiality and Non-Disclosure Agreement	79	—	—	The following clause may be added : The obligations imposed by this Agreement shall survive the termination of this Agreement for a period of one year.	Please refer corrigendum.
217	6.8 Roles and Responsibilities During Deployment	42	3. Deployed Resource	Each Resource deployed by Empanelled Agency, at NeGD premises, shall be provided with the facility of Laptop/ Computer, tools, devices, mobile internet connection and any other essential resources required to effectively execute the assignment.	It is understood that NeGD is fine with the agency personnel using company provided laptops	Please be guided by RFE.
218	General	—	—	—	It is requested to provide clarity on the leave policy, any other HR policies applicable to the deployed team	For projects routed through NeGD, HR policies of NeGD shall be applicable.
219	6.10 Service Level Metrics & Penalties	45	Manpower-Linked (60%)	All evaluated resources to be deployed within 30 days of Work Order 0.5% of manpower payment per week of delay (max 5% of the manpower component for the month)	It is understood that partial deployment shall not be attract SLA penalties	The SLA shall be enforced If the agency fails to provide required number of shortlisted personnel in the defined timeline.

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220	6.10 Service Level Metrics & Penalties	45	Resource Availability	Minimum 90% presence per resource (excluding pre-approved leave) Pro-rata deduction of manpower payment for unapproved absence (max 5% of the manpower component for the month)	It is understood that pro-rata calculation will be done on the keeping the calendar days of the month and not working days	Days mentioned should be read as calendar days unless it is specified otherwise
221	6.10 Service Level Metrics & Penalties	45	Resource Replacement	Replace with equal/higher qualified personnel within 15 days 5% deduction of manpower billing until replacement is deployed (max 5% of the manpower component for the month)	It is understood that the deduction will be 5% of monthly rates	Yes
222	6.11.1 Replacement Triggers	46	D. Voluntary Withdrawal of Resources	If an agency voluntarily withdraws a deployed resource without NeGD's written consent, NeGD may impose penalties and withhold payments for the affected duration.	It is understood that exigent cases like health, family issues may be considered	Agency shall provide suitable replacement in such cases which ensures business continuity.
223	6.14 Confidentiality and Data Security	49	6.14.5 Post-Contract Obligations	Confidentiality and security obligations shall survive for five (5) years after expiry or termination of empanelment.	It is requested that the tenure may be reduced to 1 year	Please refer corrigendum.
224	6.15 Audit Rights and Inspection	49	6.15.3 Record Retention	The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least six (6) years after completion of the engagement. Such records shall be available for inspection upon request.	It is requested that the tenure may be reduced to 3 years	Please refer corrigendum.
225	7.18 Conflict of Interest and Ethical Compliance	61	7.18 Conflict of Interest and Ethical Compliance	B. All bidders shall provide a Conflict-of-Interest Declaration as part of their submission	It is understood that this clause is not applicable firm-wide owing to the size and nature of the firm	All bidders are required to submit a Conflict-of-Interest Declaration as part of their proposal. The declaration pertains only to the activities, engagements, and

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						relationships relevant to this RFE, and does not require a firm-wide certification of all global operations. Bidders may therefore provide the declaration specific to the scope of this RFE, confirming absence of conflict in relation to NeGD, associated ministries, and engagements under the proposed empanelment.
226	4	34	5.2_Eligibility (Pre-Qualification) Criteria	2. EPFO/ESIC statements, professional tax filings certified by a Chartered Accountant certifying employee strength certificate issued by CA.	The bidder requests to remove this EPFO/ESIC statements due to confidentiality. Also, EPFO/ESIC statements are government issued entities hence please remove the requirement of CA certification.	Please refer corrigendum.
227	5	34	5.2_Eligibility (Pre-Qualification) Criteria	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase Completion Certificates. OR Published benchmark reports or independent audit results demonstrating model performance.	For the projects which are under NDA, it may not be feasible to share the customer artifacts (Copy of Letter of Award / Work Order / Contract / Agreement/ Phase Completion Certificate) ,hence the bidder requests to please accept the anonymized project citations along with self-certificate signed by authorised signatory/company secretary stating the work experience, scope of work, project start date , project duration , implementation status, project value etc.	Please be guided by corrigendum. Bidders are required to submit substantiating documentary evidence such as Work Orders, Contracts, Completion Certificates, Client Acknowledgement Letters, or Go-Live/Phase Completion Certificates, as applicable. Such submissions must be fully substantiable, and bidders should provide whatever verifiable evidence

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						is permissible under their contractual obligations. Anonymous or unverifiable claims without substantiation shall not be accepted.
228	1	34	5.3 Technical Evaluation	Evidence: i. For Completed projects: Work Order and Completion/Go-live Certificate or Client Reference Letter ii. For ongoing projects: Work Order and Proof of at least 50% completion on client letterhead.	For the projects which are under NDA, it may not be feasible to share the customer artifacts (Copy of Letter of Award / Work Order / Contract / Agreement/ Phase Completion Certificate) ,hence the bidder requests to please accept the anonymized project citations along with self certificate signed by authorised signatory/company secretary stating the work experience,scope of work,project start date , project duration , implementation status,project value etc.	Please be guided by corrigendum. Bidders are required to submit substantiating documentary evidence such as Work Orders, Contracts, Completion Certificates, Client Acknowledgement Letters, or Go-Live/Phase Completion Certificates, as applicable. Such submissions must be fully substantiable, and bidders should provide whatever verifiable evidence is permissible under their contractual obligations. Anonymous or unverifiable claims without substantiation shall not be accepted.
229	2	35	5.3 Technical Evaluation	Evaluation based on: - HR certification with EPFO data	The bidder requests to remove the EPFO data due to confidentiality	Please refer corrigendum.
230		48	6.13.2 Termination for Convenience	NeGD may terminate empanelment at any time by giving 30 days' written notice without assigning any reason. Payments for completed and approved services up to the effective date will be made on a pro-rata basis.	Bidder requests that this clause be deleted or the bidder may also be allowed to terminate for convenience	Please refer corrigendum.
231		41	6.3 Validity of Empanelment	The empanelment shall remain valid for a period of two (2) years from the	Bidder requests the following modification:	Please refer corrigendum.

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				date of issuance of the Letter of Empanelment, unless terminated earlier or extended at the discretion of NeGD. NeGD reserves the right to extend the validity by up to one additional year on the same terms and conditions, subject to satisfactory performance and continued relevance of discovered rates.	The empanelment shall remain valid for a period of two (2) years from the date of issuance of the Letter of Empanelment, unless terminated earlier or extended at the discretion of NeGD. NeGD reserves the right to extend the validity by up to one additional year on the same mutually agreed terms and conditions, subject to satisfactory performance and continued relevance of discovered rates.	
232				Credit Period	The bidder requests to add the Credit period clause .	Please be guided by RFE.
233				Limitation of Liability	The bidder requests to add the Limitation of Liability clause .	Please refer corrigendum.
234	5	27	4.1 Empanelment and Rate Discovery Model	Agencies must maintain an adequate bench of qualified professionals corresponding to the roles listed in this RFE.	Is there any minimum commitment for Man power to be provided each year/quarter to plan bench	Agencies are expected to maintain an adequate bench commensurate with the roles listed in the RFE. Actual manpower requirements will vary by project and will be communicated through the respective RDRs.
235	5	32	5.2 Eligibility (Pre-Qualification) Criteria	Successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores.	Request - Open it for Non India Customer as well	Please refer corrigendum.
236	5	32	5.2 Eligibility (Pre-Qualification) Criteria	1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement	In case of NDA, allow masking the customer information and let Company secretary certified documents	Please refer corrigendum.

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				Letters. 3. Go-live/Phase Completion Certificates.		
237	5	33	5.2 Eligibility (Pre-Qualification) Criteria	Technical documentation or whitepapers evidencing foundational model finetuning or development activities.	Include Technical papers published in Tier 1/2 conference	Please refer corrigendum.
238	1	34	5.3 Technical Evaluation	Work Order and Completion/Go-live Certificate or Client Reference Letter	In case of NDA, allow masking the customer information and let Company secretary certified documents	Please refer corrigendum.
239	1	34	5.3 Technical Evaluation	One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs.	One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs.	Please refer corrigendum.
240	2	35	5.3 Technical Evaluation	3 CVs per position per role to be submitted	The CVs are indicative. These resources are not committed for the Project. At time of demand, the available resources will be provided.	Please refer corrigendum.
241	5	35	5.3 Technical Evaluation	Evaluation based on benchmark reports, Or Independent test summaries. Client validation,	Include Technical papers published in Tier 1/2 conference	Please refer corrigendum.
242	3	35	5.3 Technical Evaluation	High-level design approach for AI Services (as per Section 3)	Can the bidder assume to use open source frameworks - Inference serving frameworks, inference optimization frameworks, inference acceleration frameworks, Agentic AI frameworks, Deployment Frameworks, while providing proposed high level solution constructs for the domain and constructs?	Please refer to Section 3 – Indicative AI Services and the architectural guidance in the RFE. For the purpose of preparing the High-Level Design (HLD) and proposing the solution constructs, bidders may assume the use of open-source AI frameworks, including:

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						<ul style="list-style-type: none"> - inference-serving frameworks, - inference-optimization and acceleration frameworks, - agentic-AI frameworks, and - deployment frameworks. <p>These assumptions are acceptable only for demonstrating architectural capability in the technical evaluation.</p> <p>The final selection of tools and frameworks to be used in actual implementations will be standardized and confirmed by NeGD through the respective RDRs, ensuring uniformity, compliance, and interoperability across ministries.</p>
243	3	35	5.3 Technical Evaluation	High-level design approach for AI Services (as per Section 3)	Can the bidder assume that AI stack foundation as a technology platform enabler (Say, LLMOps, AI Observability etc.) available to be leveraged to provide solutions for the use cases and domains asked in	Where required, bidders may propose open-source components or standard tools as part of their high-level design approach, strictly to illustrate architectural

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					RFP? In case of No, does the bidder need to recommend open source tools or vendor product for AI foundation platform enablement for proposing the solution architecture?	capability. These are only for evaluation purposes. Final tools, platforms, and enablement layers—if needed—will be defined and provisioned by NeGD through the respective RDRs, ensuring standardisation across ministries.
244		43-44	6.9 Payment Criteria	All verified invoices will be processed within thirty (30) days of acceptance.	All verified invoices will be processed within thirty (30) days of acceptance <u>receipt of an invoice</u> . <u>NeGD shall remit payment to Agency within fifteen (15) days following its receipt of each such invoice; provided that NeGD may withhold payment of any amounts that are disputed by NeGD in good faith pending resolution of the dispute. In the event that NeGD disputes, NeGD shall notify Agency reasons for disputing any amount within fifteen (15) days after receipt of applicable invoice, where upon Parties shall promptly seek to resolve the dispute by mutual discussion. If no dispute, substantiated in writing, is made by NeGD within a period of fifteen (15) days of having received that invoice about any inaccuracy or any defect in the invoice, each such invoice shall be deemed to have been accepted as correct by NeGD.</u>	Please be guided by RFE.

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					<u>Any such dispute shall not relieve NeGD from paying when due any undisputed portion of the invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by NeGD to the Agency and the Agency shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Agency also reserves the right to withhold the provision of Services till such time all the payments due to it under the Agreement have been made by NeGD and any such withholding by the Agency shall not be treated as breach by it of the provisions of the Agreement.</u>	
245		44	6.9.5 Key Principles	False or misleading information regarding manpower or deliverables may result in forfeiture of payment, PBG invocation, and potential de-empement.	False or misleading information regarding manpower or deliverables may result in forfeiture of payment , PBG invocation, and potential de-empement.	Please be guided by RFE.

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246		44-45	6.10 Service Level Metrics & Penalties	It may also be noted that New SLA's might be added during the award of work as per the requirements of the project as per the payment terms. Right of applicability of such SLAs resides with NeGD/concerned ministry or department.	<u>The overall aggregate Liquidated Damages and Penalties under all the provisions of the contract shall not exceed 10% of quarterly payment.</u> <u>It may also be noted that New SLA's might be added during the award of work as per the requirements of the project as per the payment terms with mutual agreement with the Agency.</u> Right of applicability of such SLAs resides with NeGD/concerned ministry or department.	

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247		47-48	6.13 Termination of Empanelment	6.13.1 Termination by NeGD • NeGD may terminate empanelment or any associated work order under the following conditions: _o Breach of contractual terms or false representation. _o Does not meet the empanelment conditions within the specified time period. _o Makes misleading claims about the status of empanelment; _o Does not perform the contract to the satisfaction of NEGD; _o Fails to deliver within the period(s) specified in the Contract, or within any extension thereof granted by NEGD pursuant to conditions of contract clause _o Failure to deploy or maintain qualified manpower. _o Persistent non-performance or non-compliance with L1 rates. _o Misuse or unauthorised disclosure of confidential information. _o Blacklisting or disciplinary action by any Government agency. _o Failure to perform any other obligation(s) under the agreement. _o NEGD may at any time terminate the Contract, by giving four weeks written notice to the Selected bidder, if the selected Bidder has been declared bankrupt or insolvent by a Court/Tribunal of competent Authority. In such event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will	6.13.1 Termination by NeGD • NeGD may terminate empanelment or any associated work order under the following conditions: _o Breach of contractual terms or false representation <u>provided the breach is for reasons solely and directly attributable to the Agency.</u> _o Does not meet the empanelment conditions within the specified time period. _o Makes misleading claims about the status of empanelment; _o Does not perform the contract to the satisfaction of NEGD <u>as per the agreed scope;</u> _o Fails to deliver within the period(s) specified in the Contract, or within any extension thereof granted by NEGD pursuant to conditions of contract clause <u>provided the failure is for reasons solely and directly attributable to the Agency</u> _o Failure to deploy or maintain qualified manpower. _o Persistent non-performance or non-compliance with L1 rates. _o Misuse or unauthorised disclosure of confidential information. _o Blacklisting or disciplinary action by any Government agency. _o Failure to perform any other <u>material</u> obligation(s) under the agreement <u>provided the failure is for reasons solely and directly attributable to the Agency.</u> _o <u>In the event of breach/default of agency, NEGD shall provide agency with a</u>	Please refer Corregendum.

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				<p>accrue thereafter to DIC-NEGD. If the agreement is terminated for breach of any clause mentioned in this RFE, the bidder shall handover all documents/ information / NEGD or its stakeholder's data or any other relevant information to NEGD within 7 (seven) days from the issuance of the Termination Notice, as provided in the Section on Consequences of Termination. • The Empanelled Agency shall be bound to support the orderly transfer of services without any delay. In this regard, the Empanelled Agency must provide NeGD with a comprehensive exit management plan or transition plan.</p> <p>6.13.2 Termination for Convenience NeGD may terminate empanelment at any time by giving 30 days' written notice without assigning any reason. Payments for completed and approved services up to the effective date will be made on a pro-rata basis.</p> <p>6.13.4 Consequences of Termination • Upon termination, the agency shall immediately cease representing itself as empanelled with NeGD. • All confidential material, credentials, and access rights must be returned within 7 working days. • NeGD reserves the right to invoke the PBG in case of termination due to breach or default. • NeGD's right to terminate the agreement will be in addition to the</p>	<p><u>reasonable cure period, which shall be as mutually decided by both the parties. The decision to forfeit the PBG or to terminate the contract shall be taken only if the breach/default continues or remains unrectified, for reasons within the control of agency, even after the expiry of the cure period.</u> NEGD shall make the payments for the services delivered till the date of termination of the Agreement. Agency shall also have the right to terminate the agreement or work order in case of breach of any of the terms and conditions by NEGD.</p> <p>NEGD may at any time terminate the Contract, by giving four weeks written notice to the Selected bidder, if the selected Bidder has been declared bankrupt or insolvent by a Court/Tribunal of competent Authority. In such event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to DIC-NEGD, <u>however, NEGD shall make the payments for the services delivered till the date of termination of the Agreement</u> If the agreement is terminated for breach of any clause mentioned in this RFE, the bidder shall handover</p>	

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				liquidated damage mentioned in the RFE.	<p>all documents/ information / NEGD or its stakeholder's data or any other relevant information to NEGD within 7 (seven) days from the issuance of the Termination Notice, as provided in the Section on Consequences of Termination. The Empanelled Agency shall be bound to support the orderly transfer of services without any delay. In this regard, the Empanelled Agency must provide NeGD with a comprehensive exit management plan or transition plan. __6.13.2 Termination for Convenience __ NeGD may terminate empanelment at any time by giving 60 30 days' written notice without assigning any reason. Payments for completed and approved services up to the effective date will be made on a pro-rata basis. __6.13.4</p> <p>Consequences of Termination • Upon termination, the agency shall immediately cease representing itself as empanelled with NeGD. • All confidential material, credentials, and access rights must be returned within 7 working days. • NeGD reserves the right to invoke the PBG in case of termination due to breach or default. • NeGD's right to terminate the agreement will be in addition to the</p>	

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					liquidated damage mentioned in the RFE.	

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248		48-49	6.14 Confidentiality and Data Security	<p>6.14.1 Confidential Information __•</p> <p>All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD: o Disclose such information to third parties, or o Use it for purposes other than project execution.</p>	<p>6.14.1 Confidential Information __•</p> <p>All information, datasets, models, or other intellectual property provided by NeGD shall be treated as confidential. Neither the agency nor its personnel shall, without prior written consent of NeGD: _o Disclose such information to third parties <u>except to its subcontractors, agents, consultants, auditors,</u> or o Use it for purposes other than project execution. _ <u>In the event of NeGD receiving or being given access to the Agency's Confidential Information NeGD shall have the same obligations with respect to such information as does the Agency with respect to NeGD's Confidential Information under this clause and Agency shall have the same rights as are available to NeGD under this clause. _ _ This restriction does not limit the right to use information contained in the data if it: Is obtained from another source without restriction. Is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality; becomes generally known to the public without violation of the Agreement; is independently developed by the receiving party without the use of confidential Information and without the participation of</u></p>	Please refer corrigendum.

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					individuals who have had access to confidential information; is required to be provided under any law, or process of law duly executed.	

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
249		49	6.15 Audit Rights and Inspection	<p>6.15.1 Audit by NeGD or Its Nominee __ NeGD or its authorised representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and access to relevant documentation, personnel, and systems. 6.15.2 Third-Party Audit • NeGD may appoint independent auditors to verify: • Security compliance, • Quality assurance, and • Adherence to contractual terms, including L1 rate compliance. • If significant deviations are detected, the audit cost shall be borne by the defaulting agency. 6.15.3 Record Retention __ • The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least six (6) years after completion of the engagement. Such records shall be available for inspection upon request. 6.15.4 Corrective Action _ • All audit observations must be resolved within 30 days of communication. Failure to comply may result in temporary suspension, blacklisting, or debarment from future NeGD procurements.</p>	<p>6.15.1 Audit by NeGD or Its Nominee __ NeGD or its authorised representatives may audit the agency's facilities, systems, and records relevant to project execution at any time during the empanelment period. The agency shall provide full cooperation and access to relevant documentation, personnel, and systems. 6.15.2 Third-Party Audit • NeGD may appoint independent auditors to verify: • Security compliance, • Quality assurance, and • Adherence to contractual terms, including L1 rate compliance. • If significant deviations are detected, the audit cost shall be borne by the defaulting agency. <u>• NeGD shall not have access to the proprietary data of, or relating to, any other customer of Agency, or a third party or Agency's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Agency's ability to perform the services in accordance with the service levels, unless NeGD relieves Agency from meeting the applicable service levels. NeGD shall provide the notice of atleast 10 days before conducting any such audit. The auditor appointed by NeGD shall sign the confidentiality agreement with the Agency and shall follow the security and other relevant</u></p>	

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					<p><u>policies of the Agency. The auditor appointed by NeGD shall not be the competitor of the Agency. __6.15.3</u></p> <p>Record Retention __ • The agency shall maintain all records (timesheets, payroll, deployment logs, and project documentation) for at least six <u>two (26)</u> years after completion of the engagement. Such records shall be available for inspection upon request. __6.15.4</p> <p>Corrective Action _ • All audit observations must be resolved within 30 days of communication.</p> <p>Failure to comply may result in temporary suspension, blacklisting, or debarment from future NeGD procurements.</p>	

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
250		51	6.17 Force Majeure	<p>6.17.1 Definition __a. If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate Government authorities, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. __b. That upon being affected by the force majeure events the affected party shall intimate the other party within 48 hours in writing. The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP. __c. The decision of Procuring Entity as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that</p>	<p>6.17.1 Definition __a. If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate Government authorities <u>wherever applicable</u>, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. b. That upon being affected by the force majeure events the affected party shall intimate the other party within 48 hours <u>7 days</u> in writing . The period between the occurrence and cessation of such an event will be excluded while calculating the period during which the Party must perform its obligations under this RFP. __c. The decision of Procuring Entity as to whether the</p>	Please refer corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
				<p>if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, Procuring Entity may at its option, terminate the contract without any obligation to compensate. _6.17.3 Consequences of Force Majeure a. Neither party shall be liable for failure or delay caused by Force Majeure. b. The affected period shall be excluded in computing contractual timelines. c. Payments for completed deliverables prior to the event shall be processed as per standard procedure.</p>	<p>performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 30 days, Procuring Entity<u>either Party</u> may at its option , terminate the contract without any obligation to compensate. <u>However Agency shall be entitled to receive payments for all services rendered by it under the Agreement. _ Any delay or hinderance in delivery by Agency as a result of the occurrence of any Force Majeure Event to its suppliers or subcontractors shall be deemed as a Force Majeure Event occurring to Agency. _</u> 6.17.3 Consequences of Force Majeure a. Neither party shall be liable for failure or delay caused by Force Majeure. b. The affected period shall be excluded in computing contractual timelines. c. Payments for completed<u>all</u> deliverables <u>and services</u> prior to the event shall be processed as per standard procedure.</p>	

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251		52-53	6.20 Miscellaneous Provisions	a. Assignment: The empanelled agency shall not assign or subcontract any part of the work without NeGD's written consent.	a. Assignment: The empanelled agency shall not assign or subcontract any part of the work without NeGD's written consent.	Please refer Corrigendum.

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252		52-53	6.20 Miscellaneous Provisions	c. Indemnification: The agency shall indemnify and hold harmless NeGD and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.	c. Indemnification: The agency shall indemnify and hold harmless NeGD and its officials from any claims, damages, or liabilities arising from negligence, third party claims for intellectual property rights infringement, or breach of obligations. <u>Agency shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Agency's compliance with NeGD's specific technical designs or instructions (except where Agency knew or should have known that such compliance was likely to result in an Infringement Claim and Agency did not inform NeGD of the same); (ii) inclusion in a Deliverable of any content or other materials provided by NeGD and the infringement relates to or arises from such NeGD materials or provided material; (iii) modification of a Deliverable after delivery by Agency to NeGD if such modification was not made by or on behalf of the Agency; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Agency; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than</u>	Please refer to Corrigendum.

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					<p><u>in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Agency ; or (v) use of a superseded release of some or all of the Deliverables or NeGD's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Agency . In the event that NeGD is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Agency is required to indemnify NeGD under this section according to a final decision of the courts or in the view of Agency, Agency, may at its own expense and option: (i) procure for NeGD the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially altering its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the</u></p>	

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					<p><u>courts or a judicial or extrajudicial settlement, the Agency shall refund the NeGD the fees effectively paid for that Deliverable by NeGD subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Agency and the exclusive remedy of NeGD in matters related to infringement of third party intellectual property rights. . NeGD shall not be entitled to seek any indemnification from the Agency unless NeGD provides the Agency with (i) prompt written notice of any claim, demand or action for which NeGD is seeking or may seek indemnification hereunder and gives the Agency the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the Agency in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the Agency, at its own expense, exclusively defend such</u></p>	

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					<u>litigation, negotiations and settlements with counsel of its own choosing. NeGD warrants that all software, information, data, materials and other assistance provided by it under the Agreement shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold Agency harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.</u>	

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253				Additional clause for inclusion in the agreement	<p>Execution Infrastructure</p> <p>The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include:</p> <ul style="list-style-type: none"> i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). <p>The above-mentioned infrastructure will be required for work to be</p>	Already covered in Clause 6.8 (3) third bullet.

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					carried out at the site of BUYER during regular working hours. BUYER shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.	
254				Additional clause for inclusion in the agreement	Co-ordination BUYER will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. BUYER will allocate a Project Co-ordinator	Covered in clause 3.2 and 6.9.2 (3)

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					to interact with Bidder, fix appointments with various BUYER Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from BUYER to take decisions and give timely approvals as per the need of the project.	
255				Additional clause for inclusion in the agreement	<p>Assistance</p> <p>The BUYER will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by the BUYER, before the service is undertaken by Bidder.</p> <p>Necessary and sufficient time will have to be spent by Users in BUYER with Bidder personnel during this stage of the assignment.</p>	As per current RFE terms, bidders are expected to work within the engagement structures defined by NeGD, and any additional facilitation mechanisms will be specified in the respective RDRs.
256				Additional clause for inclusion in the agreement	<p>Methodology, Tools and Techniques</p> <p>Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal.</p>	As per the RFE, bidders are expected to comply with the technical and functional requirements defined in the RDRs and adapt their methodologies or tools as

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					Any change in these, if desired by the BUYER will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.	required to meet NeGD's directives. Any additional clause of this nature may be considered internally during contract finalization.
257				Additional clause for inclusion in the agreement	<p>Acceptance of Deliverables</p> <p>The application software (if any) will be delivered/installed for acceptance to BUYER as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of BUYER. BUYER will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by BUYER. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by BUYER, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline</p>	Please be guided by RFE.

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					<p>immediately following the acceptance, whichever is later. BUYER will confirm acceptance in writing to Bidder. The BUYER shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by BUYER if the BUYER (a) fails to provide the list of non conformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Bidder provided the defects are for reasons solely and entirely attributable to the Bidder, in all other cases it shall be to the account of the BUYER. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh Change Request</p>	

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					documents under the Change Management Procedure described herein. Items reported through the Change Management Procedure will be dealt with separately.	
258				Additional clause for inclusion in the agreement	<p>Change Management Procedure</p> <p>A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the BUYER to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to the BUYER for its approval within a reasonable time period. Bidder will incorporate the change after receiving the BUYER's written approval. In case of delay in approval by the BUYER, the baseline itself may undergo a change; this will mean a reassessment of the charges.</p> <p>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed</p>	Please be guided by RFE.

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					by Bidder to the BUYER. These will be evaluated jointly by the BUYER and Bidder and will be provided by the BUYER at no cost to Bidder.	
259				Additional clause for inclusion in the agreement	Reimbursement of Tax/Levy Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.	Please be guided by RFE.
260				Additional clause for inclusion in the agreement	Intellectual property rights: All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customization, enhancement, interface development etc. shall remain the exclusive property of Bidder and the BUYER shall not acquire any right title or interest of any nature therein except to the extent provided herein.	Please refer Corrigendum.
261				Additional clause for inclusion in the agreement	Bidder 's Proprietary Software and Pre-Existing IP:- BUYER acknowledges and agrees that this is	Please refer Corrigendum.

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					<p>a professional services agreement and this agreement is not intended to be used for licensing of any Bidder 's proprietary software or tools. If Supplier and BUYER mutually agree that the Bidder provides to BUYER any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of Bidder or of a third party. Further, BUYER acknowledges that in performing Services under this Agreement Bidder may use Bidder 's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained</p>	

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					<p>in this Agreement, Supplier shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Supplier Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Supplier hereby grants to BUYER a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes BUYER to (a) separate Bidder Pre-Existing IP from the deliverable in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not</p>	

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					(including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Supplier in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP.	
262				Additional clause for inclusion in the agreement	Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Supplier shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Supplier (including without limitation any affiliate, competitor or potential competitor of the BUYER). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party	Please refer Corregendum

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					Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ Bidder's licensor and BUYER shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.	
263				Additional clause for inclusion in the agreement	Additional Support and Services In case the BUYER requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.	Covered in 3.6 adaptive inference read with Clause 6.3 and Clause 6.9.5
264				Additional clause for inclusion in the agreement	Travel and Related Expenses Should the assignment require any travel by any Bidder expert outside their respective base location(s), the BUYER will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.	Covered in clause 7.13 (b) of RFE
265				Additional clause for inclusion in the agreement	Non-employment The BUYER will neither offer to employ nor employ, directly or otherwise, any Bidder employee,	Please refer Corrigendum.

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					associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom.	
266				Additional clause for inclusion in the agreement	<p>Liability</p> <p>Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the BUYER or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the BUYER. Such failures or delays shall be brought to the notice of the BUYER and subject to mutual agreement with the BUYER, then</p>	Please refer Corrigendum.

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					<p>Bidder shall take such actions as may be necessary to correct or remedy the failures or delays. Bidder shall be entitled to invoice the BUYER for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties.</p> <p>Neither party shall be liable to the other for any special, indirect, incidental, consequential (including loss of profit or revenue), exemplary or punitive damages whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages.</p> <p>The total cumulative liability of either party arising from or relating to this Agreement, in the aggregate, shall not exceed the total amount paid to Bidder by the BUYER in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose).</p>	
267				Additional clause for inclusion in the agreement	<p>General Indemnity</p> <p>The BUYER will, during the period of the coverage of the Agreement, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or</p>	Please refer Corrigendum - Each Party shall indemnify and hold harmless the other Party and its officials from any claims, damages, or liabilities arising from negligence, infringement, or breach of obligations.

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					possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.	
268				Additional clause for inclusion in the agreement	Nonexclusively Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under the Agreement.	Bidders remain obligated to meet all service commitments under the RFE without conflict or impact on performance.
269	Section 5.2 - Eligibility Criteria			Must have been operational in India for at least three consecutive years.	Request clarification whether DPIIT-recognized deep-tech startups may be exempted from the three-year operational requirement.	Please refer Corrigendum.
270	Section 5.2 - Relevant AI/ML Experience			Requires projects of value ≥ 3 Cr or ≥ 50 L.	Request acceptance of ongoing enterprise AI pilots/POCs as valid experience.	Please refer Corrigendum.
271	Section 5.2 - Human Resource Strength			Minimum 200 full-time employees.	Request acceptance of hybrid teams (founders	Please refer Corrigendum.
	Section 5.2 - AI/ML Experience			Experience in foundational AI model fine-tuning.	Request confirmation that LLM tuning	

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272	Section 3.4 & 3.6			Manpower deployment focus.	Request confirmation that startups may focus on AI services & infra rather than high-volume manpower.	Please be guided by RFE.
273	Section 2.2			Pre-bid meeting details.	Request process for accessing the virtual pre-bid meeting link on 3 Dec 2025.	Link is already published on NeGD Website
274	Section 5.3 – Technical Evaluation, Sr. No. 5 (AI solution performance & benchmarking)	36	Section 5.3 – Technical Evaluation	“AI solution performance & benchmarking” – 10 marks. Evaluation based on benchmark reports or independent test summaries and client validation for key AI services.	As most of our AI/ML use cases are implemented for clients under strict NDA and security constraints, we are limited in showcasing live demos or disclosing detailed scores on actual production data. In this context, would it be acceptable if we demonstrate our AI solution performance for this criterion through pre-recorded demo videos (with sensitive information masked/anonymised as required), instead of live demos on client environments?	Benchmark evidence must be submitted as per the requirements defined in the RFE. Where live demonstrations on client environments are restricted due to NDA or data confidentiality, bidders may submit pre-recorded demo videos with anonymised or masked data, along with supporting benchmark summaries.

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275	Section 5.3 – Technical Evaluation, Point 5	36	Section 5.3 – Technical Evaluation	Evaluation based on benchmark reports or independent test summaries, client validation	We request clarification on the phrase “ independent test summaries and client validation ”. Does it mean that test is executed at client and Client validation e.g., completion certificate, email confirmation, formal letter on client letterhead is accepted ? Request you to elaborate so that we can align our submissions accordingly.	<p>Benchmark evidence shall be submitted as per the requirements defined in the RFE. Client-validated benchmark results (completion certificates, formal letters, email confirmations from authorised representatives) may be provided where available.</p> <p>Client-issued confirmations, such as completion certificates, formal letters, or emails from authorised client representatives. Independent evaluation summaries, including test reports executed by the client or a third-party evaluator engaged by the client.</p>
276	3.Startups and MSMEs:	34	Clarifications and Relaxation	Recognized Startups or MSMEs registered under DPIIT or NSIC may be granted conditional relaxation on turnover and manpower strength, provided they demonstrate equivalent AI/ML project experience or proven research capability through product / patent evidence.	Request you to kindly confirm the relaxation provided to MSMEs (DPIIT-recognized/NSIC-registered) with respect to the following eligibility criteria: a. Turnover b. Experience c. Manpower Strength Kindly specify the extent of relaxation applicable (percentage)	Please Refer Corrigendum

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					or absolute values) for turnover and manpower requirements.	
277	6.7 Performance Bank Guarantee (PBG)	42	Section 6 – Empanelment Process and Contractual Terms	Each selected bidder shall furnish a Performance Bank Guarantee (PBG) equivalent to 5 % of the value of the initial manpower deployment order (or ₹ 10 lakhs, whichever is higher) within 15 days of LoE issuance	<p>We request you to kindly consider reducing the Performance Bank Guarantee (PBG) requirement.</p> <p>“PBG equivalent to 3% of the value of the initial manpower deployment order (or ₹5 lakhs, whichever is higher).”</p> <p>Given the financial constraints for MSMEs/Startups and to enable wider participation, we request that the PBG amount be reduced to a more feasible level.</p>	Please refer Corrigendum.
278			Additional Point	Clarification Required	Request you to kindly confirm the size of the empanelment proposed under this tender	The RFE does not prescribe a fixed number of agencies to be empanelled. Empanelment size will be determined based on technical qualification and rate-matching outcomes.

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279	Section 6.9.2 - Payment Terms	Section 6.9.2 -Payment Terms	43	Payment corresponding to continuous engagement of qualified personnel deployed against sanctioned roles and skill categories as per Annexure XI calculated on a monthly basis	Request clarification if certain roles (like Program Manager/BA) may be exempted from deliverable-linked component and billed fully on time-and-material basis.	Please be guided by RFE.
280	Section 5.2 - Eligibility Criteria	Eligibility Criteria Point no. 2	32	The current eligibility requires an average turnover of â,¹50 Cr.	Considering the scale of AI implementation across ministries and national deployment expectations would NeGD consider revising the minimum turnover criteria to â,¹200 Cr aligned with national-level AI programme maturity and delivery scale?	Please Refer Corrigendum
281	Section 5.2 -HR Strength	Eligibility - Human Resource Strength	32	The requirement currently specifies 200 full-time employees.	To ensure high-availability deployment replacement capability and ability to scale pan-India we request raising this minimum to 500 full-time employees.	Please refer Corrigendum.
282	5.2	Pre-Qualification - Relevant Experience	32-33	At least one AI project >=INR 3 Cr OR equivalent benchmark.	To ensure relevant delivery maturity, we request modifying this to minimum 3 completed AI/ML government or PSU engagements >=INR 5 Cr each and at least one large-scale platform implementation.	Please refer Corrigendum.
283	5.3.1	Qualification Threshold	38	Minimum technical score required: 70 marks.	To ensure only highly capable partners qualify request increasing the qualification threshold to minimum 85 marks.	Please refer Corrigendum.

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284	6.11	Replacement Policy	45	Penalty for delay in resource replacement.	Request clarification on the penalty calculation methodology. Additionally recommend service-level graded penalty slabs to ensure consistency across multiple ministries.	Please refer to the RFE. The penalty provisions are already defined therein. Any ministry-specific interpretation or graded slabs, if required, will be detailed in the respective RDRs.
285	3.4	Overall Scope	19	End-to-end AI project execution from problem definition to deployment	Kindly clarify whether the scope includes UI/UX and frontend development along with AI/ML or only AI/ML development.	Any ministry-specific integrations or interface-related requirements, if needed, will be detailed separately in the respective RDRs.
286	3.4	Overall Scope	19	Building reusable AI components and APIs	Will bidder be responsible for building components and feature for NeGD or is bidder expected to develop generic for AI capacity building for NeGD along with some specific ministry usecases utilising those generic AI services? Will frontend development also be involved in ministry specific usecases?	The empanelled bidders are required to provide AI-specific manpower for building reusable AI components and services as per the RFE; frontend/UI development is not part of the scope. Any ministry-specific integrations or interface-related requirements, if needed, will be detailed separately in the respective RDRs.
287	3.4	Overall Scope	19	Running pilot programmes and POCs	Will domain SMEs for building specific usecases be provided by NeGD during pilots or development?	NeGD will facilitate access to Functional domain experts from the concerned ministries or departments as part of the pilot and POC phases.

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288	3.5	Functional Domains of Engagement	19	Setting up inference server for NeGD	Please clarify whether required GPU/CPU compute networking and storage will be fully provisioned by NeGD.	NeGD shall provision the required GPU/CPU compute, networking components, storage, and associated cloud/on-prem resources necessary for setting up and operating the inference server.
289	3.6(A)	Orchestration & Tooling	20	Preference for open-source tools; paid tools only with approval	Kindly confirm whether licensing and subscription payment for cloud will be borne by NeGD.	NeGD/Ministry shall be responsible for provisioning and maintaining the cloud infrastructure, licensed services, and associated subscription costs, wherever such usage is mandated as part of the approved solution architecture.
290	3.6	Adaptive Inference Layer	20-21	Support switching across Open-Source and Paid LLMs	Please specify whether API keys for Cloud/Paid models (OpenAI, Azure, etc.) will be provided by NeGD.	As per the RFE, NeGD/Ministry shall provision the necessary cloud resources and associated services, including access required for model invocation.
291	3.6	Adaptive Inference Layer	21	Additional tasks include DR drills vulnerability remediation etc.	Are security certification costs (STQC/STPI/CERT-IN audits if applicable) covered by NeGD?	The RFE specifies that infrastructure and related security provisions are to be provided by NeGD. Accordingly, any security certification costs applicable to NeGD-managed infrastructure shall be borne by NeGD.

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						Certification requirements for specific engagements, if any, shall be defined in the respective RDRs.
292	3.6(B)	Indicative AI services	22	RFE lists multiple AI services such as document summarization conversational bots voice-based form filling & navigation OCR/form processing image matching with liveness and AI agents	The RFE includes generic and specific AI capabilities as well as the possibility of ministry-specific implementations of these services. Among all AI capability bidder can develop generic usecases which will be used as reusable components. We seek clarity on how and when the finalization of ministry-specific use cases will be carried out: Will the bidder build standard reusable AI components for NeGD only after which ministries will adopt them independently? OR Will the bidder also be responsible for customization integration and deployment for individual ministries? If yes then how many ministry will be involved.	The RFE defines generic, reusable AI services to be developed under NeGD. Finalization of ministry-specific use cases, customizations, integrations, and deployments shall be defined in the respective RDRs issued for each engagement. The number of ministries and scope of customization will be determined on a case-by-case basis through these RDRs.
293	Section 5.2 - Eligibility Criteria	5.2 Eligibility (Pre-Qualification)	32	MSME/Startup relaxation may be considered at NeGD's discretion.	Please specify exact relaxations provided to Startups/MSMEs (Turnover reduction? HR requirement relaxation?	Please refer corrigendum.

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					Exemption from experience criteria?).	
294	Section 5.3 - Technical Evaluation (AI Benchmarking)	5.3 Technical Evaluation	36-37	Several performance benchmarks mentioned (ROUGE > 0.45 WER < 6% FAR < 0.5%).	Since benchmarks vary by dataset and domain please clarify whether vendor-published internal benchmarks are acceptable or only client-validated benchmarks will be considered.	Please refer corrigendum.
295	Section 5.3 - Technical Evaluation (AI Benchmarking)	5.3 Technical Evaluation	36-37	Several performance benchmarks mentioned (ROUGE > 0.45 WER < 6% FAR < 0.5%).	As models deployed at client are confidential can illustrative logs be given for this scoring?	Please be guided by corrigendum. Where direct sharing of model outputs is restricted due to confidentiality, bidders may submit illustrative logs, redacted evidence, or representative benchmarking outputs demonstrating alignment with the required performance metrics. Such submissions must clearly indicate the methodology, scoring process, and model capability to enable evaluation against the benchmarks.

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296	Section 3.6 - Indicative AI Services	3.6 Indicative AI Service to be Built	19-26	Extensive AI services (LLM Inference Layer OCR Voice-bots IDP RAG Agentic AI).	As this is a manpower empanelment kindly clarify whether bidders are expected to demonstrate working prototypes during evaluation or only capability documentation is needed.	Please refer Corrigendum.
297	Section 6.9 - Payment Criteria	6.9 Payment Criteria	43-44	60% Manpower-based; 40% deliverable-based payment.	As this is a pure manpower empanelment please clarify what deliverables are expected from deployed staff and how deliverable-based payment will be mapped to manpower contracts.	Please be guided by Corrigendum. Deliverables expected from deployed staff—and the mapping of the 40% deliverable-based payment—shall be specified in the respective RDRs for each engagement. Payments for this component shall be released on a quarterly basis.
298	Section 5.3 - Technical Evaluation (AI Benchmarking)	5.3 Technical Evaluation	35	-1 sample HLD + 1 API specification + indicative SLO sheet.	Will the sample HLD have to be created for every indicative use case or just one?	Please be by Corrigendum.
299	Section 4.3 AI/ML Manpower Roles	Section 4.3 AI/ML Manpower Roles	28	The following roles form the baseline for rate discovery and technical evaluation.	The RFE lists only 12 roles focused primarily on AI/ML capabilities. However the overall scope also includes significant infrastructure-related activities. Kindly clarify whether bidders may propose additional roles where required to meet the scope of work.	Any additional or niche roles required for specific engagements may be proposed and shall be defined in the respective RDRs based on project needs and approval by NeGD.

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300	Section 3.6 - Indicative AI Services to be built	Development of AI agents for Government applications	25	The selected agency shall be working on creating AI agents for specific government applications such as DigiLocker. These agents must be discoverable and integrable by external developers in the market allowing them to embed the agents into their own applications for enhanced functionality (e.g. programmatic access to DigiLocker features).	The RFE states that agentic AI capabilities must be "discoverable and integrable by external developers" but the intended maturity level of the agent architecture is not fully defined. Agentic systems can range from: (a) Controlled API-driven task agents to (b) Autonomous multi-step planning agents. Given that architectural components differ substantially between these models we request clarity on the expected depth of autonomy.	The depth of autonomy, control boundaries, and architectural maturity shall be defined in the respective RDRs based on the use case, ministry requirements, and approved safety and governance controls.
301	Section 3.6 - Inference Infrastructure setup & LLM/SLM enablement	19	3.6		Does NeGD intend for the inference server architecture to align with any upcoming National AI Stack, IndiaAI Compute initiatives, or sovereign AI frameworks, to ensure interoperability across ministries?	Please be guided by RFE.
302	Section 5.3, Parameter 5 - AI Solution Performance & Technical Benchmarking		5.3		Will NeGD provide domain-specific benchmark datasets for summarization, OCR, ASR, and conversational AI (e.g., Indian government formats, dialect-rich audio samples, regional scripts)?	Any domain-specific benchmark datasets required for summarization, OCR/IDP, ASR, conversational AI, or other AI services shall be provided or specified in the respective RDRs based on the ministry use case.

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303	Section 7.19D - Responsible AI Compliance		7.19D		Should LLM-based outputs meet a specific hallucination rate threshold for government-facing use cases?	Accuracy, safety benchmarks, and hallucination-related thresholds shall be defined in the respective RDRs based on the nature of the government use case and required quality standards.
304	Section 3.2 - Purpose of Engagement & Section 6.10 - Service Level Metrics		3.2		Will SLA compliance be standardized centrally, or will each ministry define its own interpretations of uptime, response time, and penalties?	Please refer RFE (Section 3.2 and Section 6.10). The overarching SLA framework is defined in the RFE; however, for all problem statements routed by NeGD, the concerned Ministries/Departments may specify their own SLA parameters and payment mechanisms in the respective RDRs based on project-specific requirements.
305	Section 3.6, Item 5 - Image Matching with Liveness Detection		3.6 (5)		Which statutory frameworks govern biometric/liveness data: Aadhaar Act, CIDR, IT Act, or new Digital Personal Data Protection Rules (DPDP Act 2023)?	All biometric/liveness-processing use cases shall adhere to applicable Government of India data-protection and security frameworks, including Responsible AI guidelines and DPDP Rules 2025; specific statutory obligations will be defined in the respective RDRs based on ministry requirements and

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						the nature of biometric data involved.
306	Section 3.6, Item 6 - AI Agents for Government Applications		3.6 (6)		Should agencies implement a restricted execution sandbox for agent operations to prevent unintended API access or unbounded actions?	Any requirements for restricted execution environments, controlled API access, or operational safety constraints shall be defined in the respective RDRs based on the security and governance needs of the use case.
307	Section 3.6, Item 6 - AI Agents for Government Applications		3.6 (6)		Are agents allowed to orchestrate multi-system workflows (e.g., UMANG ↔ DigiLocker), or must tasks remain within one platform?	Any requirements related to scopes, permissions, reversibility, audit logging, or governance controls shall be defined in the respective RDRs based on the ministry-specific use case and security requirements.
308	Section 3.1 - Objective (Creation of modular AI services for ministries)		3.1		Will NeGD publish inter-ministry data standards to ensure consistent AI service deployment across diverse departments?	Any requirements for common data schemas, metadata standards, or API specifications shall be defined in the respective

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						RDRs based on the needs of each engagement.
309	Section 3.6, Item 6 - AI Agents for Government Applications		3.6 (6)		Will NeGD issue a national AI Agent Action Governance Policy covering scopes, permissions, reversibility of actions, and audit logging?	Any requirements related to scopes, permissions, reversibility, audit logging, or governance controls shall be defined in the respective RDRs based on the ministry-specific use case and security requirements.
310	Section 6.8 - Roles and Responsibilities During Deployment		6.8		Is NeGD planning a centralized AI versioning policy so all ministries use synchronized versions of models and APIs?	Any requirements for AI version control, backward compatibility, upgrade timelines, or deprecation protocols shall be defined in the respective RDRs based on the technical needs of the engagement.
311	Section 7.17 - Intellectual Property Rights (IPR)		7.17		If a vendor improves an open-source LLM (better prompting, embeddings, fine-tuning), will generic improvements be owned by NeGD or remain with the vendor?	Please refer Corrigendum

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312	Section 7.19 - Data Governance, Compliance & Security Adherence		7.19		Should the AI stack follow a Zero Trust Architecture integrating NIC SSO / ePramaan for agent authentication?	Any requirements related to Zero Trust principles, including continuous verification, least-privilege access, and integration with NIC SSO / ePramaan, shall be defined in the respective RDRs based on the security posture required for the engagement.
313	Section 7.19D - Data Storage and Residency		7.19(D)		Will hybrid GPU deployment (GovCloud + on-prem) be allowed for ministries with strict compliance requirements?	Any hybrid architecture options shall be defined in the respective RDRs, aligned with data-classification and compliance requirements of the concerned ministry. All cloud costs and necessary cloud provisions shall be borne by NeGD as per the deployment model approved for the engagement.
314	Section 1.3 - Intended Beneficiaries		1.3		Will NeGD define pilot ministries for the first rollout to standardize templates before national scale?	Any pilot deployments or selection of ministries shall be defined in the respective RDRs based on the requirements of each engagement.
315	5.2 (Rows 2 & 4)		Eligibility Criteria	Average annual turnover of ₹50 Crores” and “Minimum 200 employees”. “MSMEs and Startups may be considered for exemption at NeGD’s discretion.	The bidder (Kerdos Infracore Pvt. Ltd.) requests exemption from turnover and employee strength criteria as a registered MSME/Startup and seeks confirmation on applicability of	Please Refer Corrigendum

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					exemption to enable their participation.	
316	B. Indicative AI Services				What metrics (e.g., ROUGE, human evaluation) will be used to benchmark the accuracy, coherence, and conciseness of the generated summaries for policy abstracts and cabinet notes?	Please be guided by Corrigendum. The thresholds and benchmarking methods shall be defined in the respective RDRs, and bidders shall propose suitable metrics (including automated scores or human evaluation) based on the nature of the use cases.
317					Detail the proposed multilingual NLP architecture, specifically how it will handle the nuances of Indian languages (including regional scripts), and the expected Word Error Rate (WER) or similar metrics.	The thresholds shall be defined in the respective engagements (RDRs), and bidders shall propose suitable architectures and accuracy levels based on the nature of use cases and language/script requirements.
318					Describe the Acoustic and Language Models used for voice-to-text conversion. What is the plan for mapping voice input to structured data fields (slot filling) with high accuracy in diverse accents?	Model selection and the slot-filling approach shall be defined in the respective RDRs, and bidders shall propose suitable ASR models and structured-data mapping strategies based on the nature of the use cases and accent diversity requirements.
319					Specify the expected Character Recognition Rate (CRR) for both printed (scanned forms) and handwritten text. How will the	The thresholds shall be defined in the respective RDRs, and bidders shall propose suitable CRR levels

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					system handle variability in document formats (e.g., different IDs, application forms)?	and approaches based on the nature of the use cases.
320					Detail the technology stack and algorithm (e.g., deep learning model) for face matching and spoofing detection. What are the expected False Acceptance Rate (FAR) and False Rejection Rate (FRR)?	Image Matching with Liveness Detection). The RFE does not prescribe a specific technology stack, algorithm, or FAR/FRR thresholds; bidders are expected to propose an appropriate face-matching and liveness-detection approach (including target FAR/FRR) as part of their technical solution in line with the functional and accuracy expectations given in the RFE.
321					Describe the reinforcement learning or decision-making framework for automating tasks like document routing and classification. How will the model be trained and continuously updated to improve its triage and tagging accuracy?	The RFE identifies document classification and routing as potential AI services but does not prescribe a specific RL/decision-making framework or training regimen. Bidders are expected to propose their own model design, training, and continuous improvement approach (including retraining and accuracy enhancement mechanisms) as part of their technical solution.

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322	3.5 Functional Domains				Which open-source LLMs (e.g., Llama, Falcon, Mistral variants) do you propose for deployment on NeGD's infrastructure, and what is the estimated hardware requirement (GPU type, VRAM) for the targeted latency and throughput?	Bidders are expected to propose suitable open-source LLMs and corresponding hardware sizing compatible with NeGD-provided infrastructure and the performance, security, and compliance requirements defined in the RFE.
323					Detail the proposed Retrieval-Augmented Generation (RAG) pipeline architecture, including the choice of vector database (e.g., FAISS, Pinecone) and the strategy for managing and updating the knowledge corpus.	Bidders are expected to propose a suitable RAG pipeline and corpus management/updation strategy as part of their technical approach, compliant with NeGD's security and performance requirements.
324					Outline the methodology for Model Building for predictive analytics (e.g., fraud detection, resource optimization). How will the results be translated into governance dashboards?	Predictive analytics is identified as a potential service area. The specific methodology for model development and the mechanism for integrating outputs into dashboards will be defined in the respective RDRs based on the use case and departmental requirements.
325					Provide examples of your approach to object detection within documents (e.g., seals, signatures, photo placement) and	Deployed resources are expected to design OCR/IDP pipelines that first detect regions of interest (e.g., seals,

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					how it integrates with the core OCR process.	signatures, photographs) and then integrate these zones with the core OCR/extraction flow to produce structured, field-level outputs as per the document template and business rules.
326					Describe the proposed CI/CD automation pipeline for MLOps (Continuous Integration/Continuous Delivery for Machine Learning models). What tools will be used for model versioning and drift monitoring?	Please refer Corrigendum
327	Governance & Compliance				How will the team ensure AI policy compliance and address issues of algorithmic bias across different demographic groups and Indian languages? Detail the process for conducting an AI Impact Assessment.	Please be guided by RFE.
326					Describe the security measures for data anonymization/masking and access control when handling sensitive citizen data. How will the models be protected against adversarial attacks?	Please be guided by RFE.
327					For high-stakes decisions (e.g., document verification, triage), what Explainable AI (XAI) techniques (e.g., SHAP, LIME)	Please be guided by RFE.

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					will be implemented to provide transparency on model outputs?	
328					Confirm NeGD's ownership of all trained models, custom code, derived data, and intellectual property (IP) developed during the contract period.	Please refer corrigendum.
329					What are the proposed Service Level Agreements (SLAs) for system uptime, response latency, and model re-training/re-deployment time for each AI service?	Please be guided by RFE.
330	Manpower & Methodology				Provide the minimum required experience (in years) for key roles like LLM Engineer, MLOps Specialist, and Responsible AI Specialist, and how you will ensure a supply of multilingual experts.	Please refer corrigendum.
331					Detail the plan for knowledge transfer and capacity building for NeGD's internal team, including documentation standards, training modules, and co-development activities.	Please refer corrigendum.
332					Outline the Agile/DevOps methodology you will follow for project delivery. How will you manage the backlog of reusable AI services and prioritize development?	Please be guided by the RFE.

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333					What is the strategy for mitigating the risk of model degradation (drift) over time, especially in dynamic environments like evolving government policies?	Model monitoring, periodic evaluation, retraining, and drift-mitigation activities shall be defined within the respective RDRs based on the nature of the use case.
334	Eligibility and Evaluation Criteria				Kindly extend exemption to MSMEs for this point.	Please refer Corrigendum.
335					We request the removal of the requirement for a single past work order to be of a minimum value of INR 3 Crore. While we possess the necessary technical expertise and resource capacity to execute this project successfully, this specific project value requirement inadvertently limits participation from highly capable and technically strong firms. We recommend evaluating technical capabilities of the bidder.	Please refer Corrigendum.
336	4 (Human Resource Strength (PB))	32	Section-5: (Eligibility and Evaluation Criteria) Sub-Section-5.2: (Eligibility (Pre-Qualification) Criteria)	The bidder should have a minimum of 200 full-time employees on its payroll as of the RFE issue date. Evidence / Documents to be Submitted 1. Certificate from HR/Head of Organisation confirming total manpower.	We kindly request the department to amend the clause as follows: The bidder should have a minimum of 150 full-time employees on its payroll as of the RFE issue date. Evidence / Documents to be	Please refer Corrigendum.

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				2. EPFO/ESIC statements, professional tax filings certified by a Chartered Accountant certifying employee strength certificate issued by CA.	Submitted 1. Certificate from HR/Head of Organisation confirming total manpower.	
337	5 (Relevant AI/ML Experience (Either of the partners))	32	Section-5: (Eligibility and Evaluation Criteria) Sub-Section-5.2: (Eligibility (Pre-Qualification) Criteria)	Evidence / Documents to be Submitted: 1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. 3. Go-live/Phase Completion Certificates.	We kindly request the department to accept the following Evidence / Documents to be Submitted: 1. Copy of Work Orders / Contracts. 2. Completion Certificates or Client Acknowledgement Letters. Reason: Copy of Work Orders / Contracts and Completion Certificates or Client Acknowledgement Letters are adequate to validate the firm's relevant experience and demonstrate its proven capability to successfully execute and deliver similar AI/ML projects.	Please refer corrigendum.
338	1 (Relevant Experience in AI/ML Projects)	34	Section-5: (Eligibility and Evaluation Criteria) Sub-Section-5.3:	The bidder must have implemented one or more AI/ML solutions relevant to NeGD's scope, such as: Document OCR / IDP, Image Matching with Liveness Detection– Multilingual Summarization, Conversational AI, Voice-based Form Filling–	We request the department to amend the clause as follows: The bidder must have implemented one or more AI/ML solutions such as: Document OCR / IDP or Image	Please refer Corrigendum.

S.NO.	Clause No.	Page No.	Section No.	Statement as per RFE	Query by Bidder	Response of Pre-Bid Query
			(Technical Evaluation)	<p>Agentic AI Workflows or Anomaly Detection Systems.</p> <ul style="list-style-type: none"> The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or enterprise use cases, ensuring performance improvement over baseline benchmarks. Bidders having experience in building, deploying inference server building experience shall be duly considered. One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs. <p>Evaluation Basis / Methodology:</p> <ol style="list-style-type: none"> 1 eligible AI/ML project: 10 marks 2–3 projects: 15 marks ≥ 4 projects: 25 marks 	<p>Matching with Liveness Detection– Multilingual Summarization/ Portal or Dashboard development for large scale government scheme/Conversational AI or Voice-based Form Filling– Agentic AI Workflows or Anomaly Detection Systems.</p> <p>OR</p> <ul style="list-style-type: none"> The bidder should have demonstrable experience in fine-tuning pre-trained AI/ML models (e.g., LLMs, Vision Transformers, or Speech Models) for domain-specific government or enterprise use cases, ensuring performance improvement over baseline benchmarks. Bidders having experience in building, deploying inference server building experience shall be duly considered. One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs. <p>Evaluation Basis / Methodology:</p>	

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					<p>i. 1 eligible AI/ML project: 10 marks ii. 2–3 projects: 15 marks iii. ≥4 projects: 25 marks</p> <p>Reason: Portal or dashboard development for large-scale government schemes reflects strong capability in delivering complex IT projects, and including this criterion will broaden competition without compromising technical suitability.</p>	
339	2 (Organisational Resource Capability & Deployment Readiness)	35	Section-5: (Eligibility and Evaluation Criteria) Sub-Section-5.3: (Technical Evaluation)	<p>1. Strength of AI/ML resource pool (Solution Architects, Data Scientists, MLOps, etc.) – 10 Marks</p> <p>2. HR systems for resource onboarding, replacement, and skill upgradation – 3 Marks</p> <p>3. Availability of bench resources- 2 Marks</p> <p>Please note: 3 CVs per position per role to be submitted.</p>	<p>We kindly request the department to accept 1 CV for each role.</p> <p>Reason: We follow an agile, on-demand sourcing model and can deploy qualified resources as per project requirements without maintaining a large bench.</p>	Please refer Corrigendum.
340	7 (Specialized AI Resource Profiles (Niche Roles))	37	Section-5: (Eligibility and Evaluation Criteria) Sub-Section-5.3:	Bidders submitting detailed profiles of specialized AI/ML professionals mapped to proposed services will be awarded additional marks.	Kindly clarify how many profiles are required to be submitted for evaluation under this clause.	Please refer Corrigendum.

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			(Technical Evaluation)			
341	5.2		Eligibility Criteria	Eligible bidders must be registered Companies under Companies Act or LLPs.	Bidder requests eligibility to be extended to include Societies registered under the Societies Registration Act, 1860.	Please be guided by RFE.
342	5.2 (Row 2)		Eligibility Criteria	Minimum average turnover of ₹50 Crores for last 3 FYs; MSMEs/Startups may be considered for exemption at NeGD's discretion.	Bidder seeks clarification on minimum turnover for MSMEs/Startups; proposes ₹15 Crores average turnover for Societies/MSMEs/Startups.	Please refer Corrigendum.
343	5.2 (Row 4)		Eligibility Criteria	Minimum 200 full-time employees; MSMEs/Startups may be considered for exemption at NeGD's discretion.	Bidder seeks clarification on minimum headcount for MSMEs/Startups; requests proportionate relaxation in HR strength requirement.	Please refer Corrigendum.
344	5.2 (Row 6)		Eligibility Criteria	Must have executed one AI/ML project \geq ₹3 Cr; others \geq ₹50 Lakhs; preference for large-scale implementations.	Bidder requests acceptance of smaller-value projects, research outputs, DPRs, benchmark results, client acknowledgements, etc., as alternative experience.	Please be guided by RFE.
345	Section 2 – Scope of Work / Responsibilities				Who is responsible for UAT planning, test data creation, and acceptance sign-off — vendor or NeGD/ministry?	UAT planning, test data provisioning, and acceptance sign-off shall be managed by NeGD / the concerned ministry, while the vendor shall support execution as per the requirements defined in the respective RDRs / Work Orders.

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346	Section 2 – Technical Deliverables				For fine-tuned or custom models, who owns the model weights and IP — vendor or NeGD?	Please refer Corrigendum.
347	Section 4 – Commercials				Will NeGD cover the cloud compute cost for model retraining, or should vendors include such cost in their commercial quote?	Yes
348	Architecture & Security				Can open-source or commercial models be used, and does data need to remain within India?	Use of open-source or commercial models is permitted as long as they comply with NeGD's security, privacy, and deployment guidelines. All data handling, storage, and processing must adhere to government data-residency requirements, and any mandate to keep data within India will be specified in the respective RDRs.
349	Security & Compliance				Is there a standard AI security and threat-modeling guideline that all vendors must follow?	Any specific AI security or threat-modeling framework to be followed will be communicated in the respective RDRs.
350	Legal				What is the exit / termination clause for empaneled vendors?	Please refer corrigendum.

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351	Legal				What is the liability cap — per project, per SOW, or overall empanelment?	Please refer corrigendum.
352	Section 2 – Data for AI/ML Training				Will NeGD provide synthetic datasets for privacy-preserving training?	Data to be provided on Use case to use case basis and shall be specified in the RDR.
353	Section 2 – Architecture / Interoperability				Are empaneled vendors expected to co-develop or share interoperability standards across ministries?	Empanelled vendors are expected to adhere to the interoperability guidelines and standards prescribed by NeGD. The same shall be provided or approved by NeGD as part of respective engagements.
354	Section 5.2 – Eligibility Criteria				Can international AI/ML projects be counted as experience?	Please refer corrigendum.
355	Section 5.2 – Eligibility Criteria				For multi-year projects, can phases be considered as separate projects if each meets the financial value requirement?	Please be guided by RFE.
356	5.3.1	38	5.3.1 Qualification Threshold	The final empanelment shall include all technically qualified bidders who agree to match the L1 manpower rates discovered during financial evaluation.	Is any confirmation or undertaking required to be submitted now, along with the Proposal, indicating our agreement to match the L1 manpower rates at a later stage? In the event that the	Please be guided by RFE

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					discovered L1 manpower rates are not commercially suitable to us during financial evaluation, will the bidder be allowed to opt out without any penalty, disqualification, or adverse impact?	
357	6.9.1	43	6.9 Payment Criteria	<p>Payments linked to both manpower deployment and deliverable achievement shall be made as follows:</p> <ul style="list-style-type: none"> • 60% – Manpower-based payment (Monthly basis) • 40% – Deliverable-based payment (Quarterly basis) 	<p>The RFE outlines a payment structure wherein 60% of the payment is manpower-based (monthly) and 40% is deliverable-based (quarterly). Since this is primarily an empanelment-based RFE and not a fixed-scope project, kindly clarify the following:</p> <p>Given that actual deliverables, timelines, and dependencies will vary across ministries/departments, how will deliverable-based payments be objectively defined and evaluated for each engagement?</p> <p>As deliverables may depend on end-client inputs, availability, and evolving problem statements, there is a</p>	<p>Deliverables and evaluation parameters shall be specified in the respective RDRs for each engagement. Any modification to the structure—including making payments fully manpower-based or altering safeguards—will require internal consideration and decision by NeGD.</p>

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					<p>risk that agreed timelines may not be fully met despite manpower being deployed. In such scenarios, how will the 40% deliverable-linked payment be safeguarded?</p> <p>Would NeGD consider making the payment structure fully manpower-based to ensure consistency and avoid ambiguity, especially since empanelment does not prescribe a fixed scope of work?</p>	
358	5.2, S.No. 5	32	5.2 Eligibility (Pre-Qualification) Criteria	<p>The bidder must meet one of the following: Successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores. OR • Demonstrated AI/ML solution achieving benchmark performance (accuracy, BLEU, F1, or equivalent) comparable</p>	<p>We request the following clarifications:</p> <p>Will NeGD consider AI/ML projects executed globally (outside India) for Government entities or private-sector enterprises as valid credentials, provided sufficient documentation is submitted?</p> <p>Kindly confirm whether the 'AI/ML project value \geq INR 3 Cr' refers to the total turnkey</p>	Please refer corrigendum.

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				<p>to or exceeding leading open-source/commercial models (GPT, LLaMA, BERT, etc.) in a client or public evaluation</p> <p>OR</p> <p>Proven experience in developing or fine-tuning foundational AI models, beyond mere third-party API integration, with demonstrable evidence of custom model training, optimization, or deployment for enterprise or government use cases</p>	<p>project value, including cloud platform costs, implementation services, support, and managed services components.</p> <p>Please clarify whether the AI/ML use cases for eligibility are restricted only to the examples mentioned in the RFE (NLP, CV, predictive analytics, generative AI, etc.), or whether other AI/ML use cases delivered by the bidder would also be considered valid.”</p>	
359	5.2 – Eligibility (Pre-Qualification Criteria)	32	Financial Turnover – S. No. 2	The bidder should have an average annual turnover of at least INR 50 Crores during the last three financial years (FY 2022–23, 2023–24, 2024–25).	We request you to kindly allow an exemption for MSEs and startups.	Please refer corrigendum.
360	5.2 – Eligibility (Pre-Qualification Criteria)	32	Human Resource Strength – S. No. 4	The bidder should have a minimum of 200 full-time employees on its payroll as of the RFE issue date.	We request you to kindly allow an exemption for MSEs and startups.	Please refer corrigendum.
361	5.2 – Eligibility (Pre-Qualification Criteria)	32–33	Relevant AI/ML Experience – S. No. 5	The bidder must meet one of the following: (a) \geq INR 3 Cr large-scale AI/ML project OR (b) benchmark performance comparable/exceeding leading models OR (c) proven experience	We request you to kindly allow an exemption for MSEs and startups.	Please refer corrigendum.

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				in developing or fine-tuning foundational AI models with demonstrable evidence.		
362	5.2 – Eligibility (Pre-Qualification Criteria)	33	Technical Certification & Quality Standards – S. No. 6	The bidder must have at least one organisational certification: ISO 27001 OR CMMI Level 3 or higher OR Cloud Partner Accreditation (AWS / Azure / GCP).	We request you to kindly allow an exemption for MSEs and startups.	Please be guided by Corrigendum.
363	5.2 #5	32–33	5.2 Eligibility (Pre-Qualification) Criteria	The Bidder must have successfully executed at least one large-scale AI/ML implementation project for a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores.	<p>For large scale AI/ML implementations for Government entity / PSU in oil and gas sector, quite frequently, work is directly awarded to system integrators or platform owners and then it is subcontracted to AI ML Companies like ourselves and many others.</p> <p>Requesting for changes in clause 5.2 to below or similar -</p> <p>"The Bidder must have successfully executed at least one large-scale AI/ML implementation project where end client was a Government entity, PSU, or listed private-sector firm in India during the last five (5) years, with a total project value \geq INR 3 Crores. "</p>	<p>Bidders should clearly indicate the end client (Government entity / PSU / listed private-sector firm) for whom the AI/ML implementation was ultimately delivered.</p> <p>The evidence submitted must clearly demonstrate:</p> <p>End Client Name (the final Government/PSU/listed entity).</p> <p>Project Description and Scope executed by the bidder.</p> <p>Project Value attributable to the bidder (certified by the prime contractor).</p> <p>Work Order / Agreement</p>

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						with the prime contractor, with masking permitted where NDA applies. Completion or Phase-completion certificate from the prime contractor, explicitly stating the name of the end client.
364	5.2 #4	32	5.2 Eligibility (Pre-Qualification) Criteria	The bidder should have a minimum of 200 full-time employee. MSMEs and Startups may be considered for exemption at NeGD's discretion	Please allow relaxation for MSMEs from 200 to 20 full-time employees.	Please refer corrigendum.
365	5.2 #2	32	5.2 Eligibility (Pre-Qualification) Criteria	The bidder should have an average annual turnover of INR 50 Crores during the last three financial year. MSMEs may be considered for exemption at NeGD's discretion.	Please allow relaxation for average annual turnover for MSMEs from INR 50 Crores to INR 5 Crores	Please refer corrigendum.
366	5.3 #2	35	5.3 Technical Evaluation	1. Strength of AI/ML resource pool 2. HR systems for onboarding, replacement, and skill upgradation 3. Availability of bench resources. Please note: 3 CVs per position per role to be submitted.	For point 5.2.1, can we submit a different document specifying delivery capability of the team and involved members in the project along with their EPFO data. For point 5.2.3, an indicative list with 3 CVs per role can be submitted.	Please refer corrigendum.

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367	5.3 #2	35	5.3 Technical Evaluation	Evaluation based on: - HR certification with EPFO data - Organizational capability note covering HR systems, replacement and skill upgradation.	For full time consulting contracts, please allow sharing of contract agreements between organization and consultants as a replacement of EPFO data. For full time employees who have opted out of PF option, EPFO data is not available. Please allow employees signed offer letter instead of EPFO data for such employees	Please refer corrigendum.
368	5.3 #1	35	5.3 Technical Evaluation	Relevant Experience in AI/ML Projects: • One project Must be \geq INR 3 Crore, Rest can be \geq 50 Lakhs.	We request you to reduce the project size requirement. Instead of one project of ₹3 Crore and others of ₹50 Lakhs, please allow one project of ₹2 Crore and the remaining projects of ₹15 Lakhs.	Please refer corrigendum.
369	5.3 #7	37	5.3 Technical Evaluation	6. AI Agents for Government Applications – Knowledge Graph / RAG Architect	We request for acceptance of AI agents for enterprise experience as well.	Already accepting it, please refer RFE.
370	Annexure V	69	Annexure V – Technical Experience Format	Field - Name of Client / Organization	Please change 'Name of Client / Organization' to 'Name of End Client,' since many projects are done through system integrators.	Please refer corrigendum.
371	5.2	32	4. Human Resource Strength (PB)	The bidder should have a minimum of 200 full-time employees on its payroll as of the RFE issue date. MSMEs and Startups may be considered for exemption at NeGD's discretion.	Sir, We are an ISO 27001 and CMM Level 3 System Integrator and works with most of the Software Product MNCs of the world. We have a decent AI practice within our company and we develop	Please refer corrigendum.

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					frameworks for offline and SAS based deployment of agentic AI But we have roughly 50+ employees only in our organization Hence requesting you to relax these criteria so that we can participate.	
372	General			Cloud Accreditation certificate to be provided for any Cloud Provider should Suffice or not		Accreditation from any MeitY empanelled Service providers shall suffice the ask.
373				MSME exemption to be provided in Technical and the percentage of exception		Please refer corrigendum.