

Corrigendum (RFP for Selection of SI for Design, Development & O&M of PAVAN)



सत्यमेव जयते

Corrigendum- 1.0

Request for Proposal for the Selection of System Integrator (SI) for the Design, Development and Operation & Maintenance (O&M) of Platform for Air Quality Vigilance & Analytics for NCR (PAVAN)



Commission for Air Quality Management in National Capital Region and Adjoining Areas

17th Floor, STC Building, Jawahar Vyapar Bhawan

Tolstoy Rd, HC Mathur Lane, New Delhi, Delhi 110001

Commission for Air Quality Management in National Capital Region and Adjoining Areas (CAQM)

Amul

अमित कुमार / Amul Kumar
अवर सचिव / Under Secretary
राष्ट्रीय राजधानी क्षेत्र और निकटवर्ती क्षेत्रों के वायु गुणवत्ता प्रबंधन आयोग
Commission for Air Quality Management in NCR & Adjoining Areas
भारत - संजोरी / Connaught Place, New Delhi
17वीं मंजिल, जवाहर व्यापार भवन, कानून मार्ग,
17th Floor, Jawahar Vyapar Bhawan, Mathur Lane, New Delhi, Delhi 110001

CORRIGENDUM-1

Subject:

Modifications, clarifications of queries, and notice for extension in respect of bid no. **GEM/2025/B/6918773** dated, 21-11-2025, for Selection of System Integrator (SI) for the Design, Development and Operation & Maintenance (O&M) of Platform for Air Quality Vigilance & Analytics for NCR (PAVAN).

With the approval of the competent authority, the following modifications/clarifications are being incorporated in the tender published on the Government e-Marketplace (GeM) platform on: 21-11-2025, under tender number **GEM/2025/B/6918773**:

Important Date:

Bid End Date/Time: 18-12-2025 17:00:00

Presentation Date & Venue: 26-12-2025 15:00:00 (Tentative date) at CAQM, 17th Floor, Jawahar Vyapar Bhavan, Tolstoy Marg, New Delhi 110001.

Integration Touchpoints:

Pavan integrates data from a wide array of governmental and environmental systems, ensuring real-time visibility, regulatory compliance, and actionable insights for inspection and governance. The proposed solution should be able to share data to and from the State systems, through batch mode synchronization, or on needs basis. There are multiple ways of integration of the solution with other systems such as through Web Services, Message Queuing, File based, or API based. The integration and data sharing mechanism may be either in Batch Mode or Needs basis (synchronous or asynchronous). Some of the key integration / interfaces are mentioned below:

S.No	Department / Board / Agency Name	Portal Name / URL	Data Integration Points
1	CAQM	Shudh Vayu Sampark (SuVaS)	<ul style="list-style-type: none">Linked to PAVAN for crowdsourcing air quality observations via mobile apps.Reports of pollution sources validated against sensor data; alerts sent to enforcement teams.

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2	CPGRAMS	Centralized Public Grievance Redress and Monitoring System	<ul style="list-style-type: none"> Real-time logging, geo-tagging, and resolution tracking of pollution-related complaints.
3	CPCB	<p>National AQI Portal: airquality.cpcb.gov.in/AQI India</p> <p>Ambient Air Quality Monitoring Stations: airquality.cpcb.gov.in/NAMP</p> <p>CPCB AQI Data / SAMEER App</p> <p>PRANA</p> <p>OCEMS Portal</p> <p>National Hazardous Waste Tracking System</p> <p>Online Consent Management System</p> <p>EPR Portal for Plastic Packaging</p> <p>CPCB-eSamikSha</p> <p>Industrial Emission Monitoring: cpceb.nic.in/online-monitoring-of-industrial-emission</p>	<ul style="list-style-type: none"> Real-time pollutant levels, station metadata, AQI values, health advisories. Manual sampling data, meteorological parameters, historical pollutant trends. Real-time AQI feed, geo-tagged stations. NCAP cities list, air action plan status. Real-time industrial emission data, geolocation, alerts. Hazardous waste movement and processing. Industry-wise consent status and compliance. Producer declarations and waste metrics. Meeting and workshop documentation. Emission data for Delhi NCR & adjoining areas.
4	IITM	<p>Air Quality Early Warning System: ews.tropmet.res.in/delhi</p>	<ul style="list-style-type: none"> Forecasts and DSS for Delhi.
5	DPCC	dpcc.delhiqovt.nic.in	<ul style="list-style-type: none"> Industrial pollution, MSW, plastic waste, GRAP data for Delhi.

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17th Floor,
नई दिल्ली

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6	UPPCB	uppcb.up.gov.in	<ul style="list-style-type: none"> Pollution and GRAP data for NCR districts in UP.
7	HSPCB	hspcb.gov.in	<ul style="list-style-type: none"> Pollution and GRAP data for NCR districts in Haryana.
8	RSPCB	environment.rajasthan.gov.in	<ul style="list-style-type: none"> Pollution and GRAP data for NCR districts in Rajasthan.
9	ISRO	Internal Satellite APIs	<ul style="list-style-type: none"> Remote sensing data, stubble burning detection.
10	CREAMS (IARI)	creams.iari.res.in	<ul style="list-style-type: none"> Crop residue data.
11	IMD	Mausam Portal: mausam.imd.gov.in	<ul style="list-style-type: none"> Meteorological data for AQI modeling.
12	State Transport Departments	Vahan Portal	<ul style="list-style-type: none"> Vehicle registration, fitness, PUC, emission norms.
13	GPAA	Green Action Plan: gap.eforest.delhi.gov.in	<ul style="list-style-type: none"> Plantation tracking, green zone mapping, biodiversity monitoring.
14	Traffic Police	Delhi, Noida, Gurugram, UP Police Portals	<ul style="list-style-type: none"> Violation records, PUC compliance, ANPR integration, restricted vehicle movement.
15	ULBs	MCD, GMDA, NOIDA, Rajasthan ULBs: urban.rajasthan.gov.in	<ul style="list-style-type: none"> Parking data, permits, smart mobility dashboards.
16	TPPs (Thermal Power Plants)	SMARTH Portal National Biomass Mission - SAMARTH	<ul style="list-style-type: none"> Biomass co-firing data, pollutant reduction metrics.

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17 Financial Bid

17.1 Financial Bid: Cost Summary

S. No	Description	Total Amount in INR (exclusive of Taxes)	Applicable Taxes	Total Amount in INR (Inclusive of Taxes)
1	Phase 1 – Design, Development & Rollout Man- Month Rate of the (SI)	[a]		[A]
2	Phase 2: Operations, Maintenance, and Continuous Improvement Man- Month Rate of the (SI) including trainings	[b]		[B]
3	STQC Audit for Website (including but not limited to GIGW, WCAG, DBIM Compliance) Cost			[C]
4	STQC and Security Audit of PAVAN platform and mobile application from CERT-IN empaneled Agency			[D]
	Total			[A]+[B]+[C]+[D]
	Total project Cost (in figures):			
	Total project Cost without tax (in words):			
	Total project Cost with tax (in words):			

Table 1: Financial Bid Cost Summary

Note:

- Bidder must submit the financial bid strictly in GeM portal only.
- CAQM reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- One security audit must be conducted prior to Go-Live, followed by an audit six months after Go-Live, and subsequently one audit annually. In total, the SI is required to perform four security audits during the project lifecycle.

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फोन: 110005

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On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/ Stamp of bidder:

Date & Place:

17.1.1 Phase 1 – Design, Development & Rollout Man- Month Rate of the (SI)

Bidder needs to propose the Team composition for Development of the proposed system.

S.No.	Name of the Profile	Unit	Man-Month Rate in INR	Total Fee (In INR)
1				
2				
3				
4				
5				
Total [a]				

Table 2: Financial Bid Phase 1

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17.1.1.1 Phase 2: Operations, Maintenance, and Continuous Improvement Man- Month Rate of the (SI)

Bidder needs to propose the Team composition for monitoring and maintenance support of the proposed system.

S.No	Name of the Profile	Unit	Man-Month Rate in INR	Total Fee (In INR)
1				
2				
3				
4				
Total [b]				

Table 3: Financial Bid - Phase 2

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Annexure IX: Annual Turnover

To,

Member Secretary, CAQM

Commission for Air Quality Management in National Capital Region and Adjoining Areas,
17th Floor, STC Building, Jawahar Vyapar Bhawan,
New Delhi, Delhi 110001.

Dear Madam/Sir,

We hereby certify that the Average Annual Turnover generated from ICT/ ITES Implementation services/software application development & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS) of M/s. (name of the bidder) is not less than INR Crores (INR) in the last three financial years (2022-2023, 2023-2024, 2024-2025)

Sl. No.	Details	2022-2023	2023-2024	2024-2025
		Amount	Amount	Amount
		(INR Crores)	(INR Crores)	(INR Crores)
1.	Total Annual Turnover			
2.	Positive Net worth (mention the exact amount in the cells on the right)			

Table 4: Annual Turnover

We further declare that the organization has positive net worth Please find attached herewith: Financial statement certified by the CA/Statutory Auditor of the organization and Self declaration statement signed by authorized signatory of the Bidder.

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राष्ट्रीय राजधानी क्षेत्र के वायु प्रदूषण प्रबंधन आयोग
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Copy of duly certified statement from appointed statutory auditor.

Yours sincerely

(Authorized Signatory)

(Name, Designation, Address, Contact Details, Seal, Date)

Commission for Air Quality Management in National Capital Region and Adjoining Areas (CAQM)

New Delhi (Location)

11/12/2025 (Date)

Pre-Bid queries Response

S.No	Clause No	Page No	Content of RFP requiring Clarification	Clarification Sought	Response
1	Section 4.13, Point 8	24	Three projects not less than the amount ₹ 6 Crore each	Three projects not less than the amount ₹ 4.5 Crore each	As per RFP
2	Section 4.15, Point A.1 i)	27	The turnover should be from ICT/software application development & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS).	Turnover from IT/ ITES Implementation services/ Software Development Services (excluding the Hardware components)	<p>Updated Clause "The bidder should have an average annual turnover* of at least INR 50 Crores in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25)</p> <p>*The turnover should be from IT/ ITES Implementation services/ Software Development Services (excluding the Hardware components) & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS).</p> <p>NOTE: Turnover of only the bidding entity will be considered. The turnover of any parent, subsidiary, associated or other related entity will not be considered."</p> <p>The changes will be effective on the following clauses of the RFP:-</p> <p>i. Point 4 of Clause 4.13</p> <p>ii. Point i (A.1) of Clause 4.15</p> <p>iii. Annexure IX</p> <p>ICCC may be read as "ICCC/Analytics COE/Fusion Centre/ Decision Support System project excluding NOC and SOC"</p>
3	Section 4.15, Point A.2 ii)	28	<ul style="list-style-type: none"> No ICCC project = 0 Marks 1 ICCC project = 3 Marks 2 ICCC projects = 6 Marks 3 or more ICCC projects =10 Marks 	<ul style="list-style-type: none"> No ICCC/Data fusion/Integrated dashboard/Analytics /Decision support system project = 0 Marks 1 ICCC/Data fusion/Integrated dashboard/Analytics /Decision support system project = 3 Marks 2 ICCC/Data fusion/Integrated dashboard/Analytics /Decision support system projects = 6 Marks 3 or more ICCC/Data fusion/Integrated dashboard/Analytics /Decision support system projects =10 Marks 	ICCC may be read as "ICCC/Analytics COE/Fusion Centre/ Decision Support System project excluding NOC and SOC"
4	Point 8	11	Consortium / Subcontracting- Not allowed	Consortium- Allowed Subcontracting- Not allowed	As per RFP
5	3.4.2. Earnest Money Deposit (EMD)	17	1.Bidders shall submit, along with their Proposals, an EMD of INR 30 lakhs, in the form of a demand draft OR Bankers Cheque OR bank guarantee OR an electronic Bank Guarantee under Structured Financial Messaging System (SFMS).	Per our understanding, EMD submission is mandatory. Clarification is sought if there is any exemption allowed under any specified category such as MSME?	Refer RFP Point no 6 of Clause 3.4.2

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6	4.13 Pre-Qualification Criteria	25	The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India	Kindly confirm if Public and/or Private sector experience of project work completed for overseas / foreign clients where execution is done from India will be considered for evaluation as well?	Project experience from Private companies will be considered however project experience of International clients will not be considered. Please note the bidder has to give 4 projects of minimum value executed by Govt./ public Sector specified in RFP otherwise "No" marks will be given to bidder under this category.
7	4.13 Pre-Qualification Criteria	26	Clause 8: The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each	Request to modify clause as Clause 8: The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: • One project not less than the amount ₹9 Crore; Or • Two projects not less than the amount ₹ 5.6 Crore each; Or • Three projects not less than the amount ₹ 4.5 Crore each	As per RFP
8	4.15 Technical Evaluation Criteria	27	A.2 Project Experience -> subclause i: • Each project of value ₹12 crore or more will get 8 marks each. • Each project of value ₹7.5 crore or more, will get 6 marks each. • Each project of value ₹6 Crore or more will get 4 marks each. • Bidder must propose a minimum of 4 projects, each with a value exceeding ₹6 crore, executed for Central/State Government or PSU, will be considered for evaluation. • A maximum of 30 marks can be awarded under this criterion. Projects of varying values across categories will be considered based on their respective value brackets.	Request to modify the clause as below: A.2 Project Experience -> subclause i: • Each project of value ₹9 crore or more will get 8 marks each. • Each project of value ₹5.6 crore or more, will get 6 marks each. • Each project of value ₹4.5 Crore or more will get 4 marks each. • Bidder must propose a minimum of 4 projects, each with a value exceeding ₹4.5 crore, executed for Central/State Government or PSU, will be considered for evaluation. • A maximum of 30 marks can be awarded under this criterion. Projects of varying values across categories will be considered based on their respective value brackets.	As per RFP


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9	4.15 Technical Evaluation Criteria	28	<p>A.2 Project Experience -> subclause ii: The bidder must have experience in designing, developing, and deploying dashboards, data exchange interfaces, real-time monitoring applications, and integrating third-party systems (such as IT portals, sensors, GIS, etc.) for Integrated Command and Control Centers (ICCC) in government or public sector projects.</p> <p>Only projects with a value exceeding ₹3 crore, completed or operational for at least six months prior to the bid submission date, will be considered for evaluation.</p>	<p>Request to modify the clause as below: The bidder must have experience in designing, developing, and deploying dashboards, data exchange interfaces, real-time monitoring applications, and integrating third-party systems (such as IT portals, sensors, GIS, etc.) for Integrated Command and Control Centers (ICCC)/ Analytics CoE/ Fusion Centre/ Network Command and Control Centre (NOC)/ Security Command and Control Centre (SOC) in government or public sector projects.</p> <p>Only projects with a value exceeding ₹2 crore, completed or operational for at least six months prior to the bid submission date, will be considered for evaluation.</p> <p>No ICCC/ Analytics CoE/ Fusion Centre/ Network Command and Control Centre (NOC)/ Security Command and Control Centre (SOC) project = 0 Marks • 1 ICCC/ Analytics CoE/ Fusion Centre/ Network Command and Control Centre (NOC)/ Security Command and Control Centre (SOC) project = 3 Marks • 2 ICCC/ Analytics CoE/ Fusion Centre/ Network Command and Control Centre (NOC)/ Security Command and Control Centre (SOC) projects = 6 Marks • 3 or more ICCC/ Analytics CoE/ Fusion Centre/ Network Command and Control Centre (NOC)/ Security Command and Control Centre (SOC)</p>	Please refer to S. No. 3 of this document
10	10.2 Training Plan & Capacity Building	59	6. Quantum of Training (Indicative)	Request to clarify no. of participants in each session.	The estimated number of users to be trained is approximately 250, with around 25 participants per session. These figures are indicative and subject to change based on actual requirements.
11	Additional Query	-	-	Request you to kindly allow participation in consortium consisting of 1 lead bidder and upto 1 consortium partner	As per RFP
12	Additional Query		Indemnity	The Client shall indemnify and hold harmless the Protiviti India for all Losses incurred in connection with any third-party Claim, except to the extent finally judicially determined to have resulted primarily from the fraud or bad faith of such Protiviti India.	As per RFP

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13	Additional Query		Limitation of the Bidder's Liability towards the Purchaser	<p>The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.</p> <p>The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client (and any others for whom Services are provided) shall not recover from the Bidder, in contract or tort, including indemnification obligations under this contract, under statute or otherwise,</p>	As per RFP
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14	Additional Query		Non-solicitation	<p>During the Restricted Period, no Engagement Personnel of either party shall solicit for employment any Engagement Personnel of the other party.</p> <p>"Engagement Personnel" shall be defined as only those personnel of either party who</p> <p>a) are directly involved in the provision of Services under the applicable Statement of Work, or</p> <p>b) are the direct recipients of such Services.</p> <p>The "Restricted Period" shall be defined to include</p> <p>a) the Term of the applicable Statement of Work,</p> <p>b) a period of 12 months after the expiration of such Term, and</p> <p>c) for those Engagement Personnel whose involvement as a direct provider or recipient of Services ends prior to the expiration of the Term, for 12 months after such involvement ends</p> <p>Provided, that this restriction shall not apply to</p> <p>a) Engagement Personnel of a party who respond to general advertisements for positions with the other party,</p> <p>b) Engagement Personnel of either party who come to the other party on their own initiative without direct or indirect encouragement from the other party's Engagement Personnel, or</p> <p>c) generic recruiting activities by non-Engagement Personnel, including direct outreach by recruiters of either party who have sourced the individuals in the ordinary course of recruiting through the use of research, agencies, social media and/or other</p>	As per RFP
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Commission for Air Quality Management in NCR & Adjoining Areas
भारत सरकार / Government of India
17वीं मंजिल, जवाहर व्यापार भवन (एसटीसी बिल्डिंग), टॉलस्टॉय मार्ग,
17th Floor, Jawahar Vyapar Bhawan (STC Building), Tolstoy Marg,
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15	Additional Query		Force Majeure	<p>I. To the extent that the provision of the Services is impacted by a pandemic (including COVID19) and any reasonable concerns or measures taken to protect the health and safety interests of either Party's personnel, the Parties will work together to amend the Agreement to provide for the Services to be delivered in an appropriate manner, including any resulting modifications with respect to the timelines, location, or manner of the delivery of Services.</p> <p>II. Where the Bidder Personnel are required to be present at Client's premises, the Bidder will use reasonable efforts to provide the Services on-site at Client side, provided that, in light of a pandemic the parties agree to cooperate to allow for remote working and/or an extended timeframe to the extent</p> <p>a) any government or similar entity implements restrictions that may interfere with provision of onsite Services</p> <p>b) either party implements voluntary limitations on travel or meetings that could interfere with provision of onsite Services, or</p> <p>c) a bidder's resource determines that he or she is unable or unwilling to travel in light of a pandemic-related risk</p>	As per RFP
16	Additional Query		Termination for Convenience	In case of termination, Client shall pay the Bidder for all work-in progress, Services already performed, and expenses incurred by the Bidder up to and including the effective date of the termination of this Agreement.	As per RFP
17	Additional Query		Retention of copies	On payment of all Protiviti India fees in connection with this Contract, the Client shall obtain a non-exclusive license to use within its internal business, subject to the other provisions of this Contract, any Deliverables or work product for the purpose for which the Deliverables or work product were supplied. Protiviti India retains all rights in the Deliverables and work product, and in any software, materials, know-how and/or methodologies that Protiviti India may use or develop in connection with this Contract.	As per RFP
18	Additional Query		Non-Exclusivity	It is agreed that the services are being rendered on a non-exclusive basis and the Bidder shall have the right to pursue business opportunities that it may in its sole discretion deem appropriate.	As per RFP

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 17th Floor, Jawahar Vyapar Bhawan (STC Building), Tolstoy Marg,
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19	Additional Query		Confidential Information	<p>I. Confidential Information shall include any information which is identified by you at the time of disclosure as being of a confidential nature (including, but not limited to, business plans, products, trade secret processes or methodologies, software, documentation, design specifications, other technical documents and other proprietary rights or information) or that is disclosed to us under circumstances that would lead a reasonable person to understand that such information is confidential or proprietary in nature. Confidential Information does not include information that</p> <p>a) is or becomes generally available to the public without breach by us of our confidentiality obligations under this Services Contract,</p> <p>b) is received by us from a third party without restriction against disclosure,</p> <p>c) was known to us without restriction prior to disclosure, or</p> <p>d) is independently developed by us without subsequent use of Confidential Information</p> <p>II. We shall protect the Confidential Information in a manner consistent with the treatment that we accord to our own Confidential Information of a similar nature, and we shall use and reproduce Confidential Information only to perform our obligations under this Services Contract or for our internal collection, analysis and training purposes. We may disclose Confidential Information to Protiviti Persons and to our employees, agents and subcontractors, who have a need to know,</p>	As per RFP
20	Additional Query		Variation in Scope of Contract	For any changes in the scope beyond the stipulated scope of services mentioned in the RFP, we would request the Client to consider additional professional fees as per mutually agreed terms and conditions.	As per RFP
21	Factsheet	2	Consortium / Subcontracting not allowed	The project size is substantial, and therefore we require additional partners to collaboratively deliver the scope as defined in the RFP. We request the department to kindly allow the Consortium.	As per RFP
22	4.13 Pre-Qualification Criteria, Sr. No. 4	23	Financial Capability: The bidder should have an average annual turnover* of at least INR 50 Crores in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25)	<p>We request the department to change this clause:</p> <p>Financial Capability: The bidder should have an average annual turnover* of at least INR 30 Crores in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25)</p>	Refer to S. No. 2 of this Document

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17th Floor, Jawahar Business Bhawan (S.T.C. Building) Confidential Club

23	4.13 Pre-Qualification Criteria, Sr. No. 8	26	<p>Related to software development implementation, maintenance of a web application /web portal including Mobile app (android & iOS):</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each 	<p>We request the department to change this clause:</p> <p>Related to software development implementation, maintenance of a web application /web portal including Mobile app (android & iOS) / IT/ITeS Related Services/Supply:</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application / IT/ITeS Related Services/Supply over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each 	Refer to S. No. 27 of this document
24	4.15 Technical Evaluation Criteria, Sr. No. A.1	28	<p>A.1. : Financial Capacity/Turnover</p> <p>The bidder should have an average annual turnover* in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25)</p> <p>An average annual turnover of</p> <ul style="list-style-type: none"> • 50 Cr. to 60 Cr. = 2.5 marks • >60 Cr. to 70 Cr = 5 Marks • >70 to 80 Cr = 8 Marks • Above 80 Cr. = 10 mark 	<p>We request the department to change this clause</p> <p>A.1. : Financial Capacity/Turnover</p> <p>The bidder should have an average annual turnover* in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25)</p> <p>An average annual turnover of</p> <ul style="list-style-type: none"> • 30 Cr. to 40 Cr. = 2.5 marks • >40 Cr. to 50 Cr = 5 Marks • >50 Cr to 55 Cr = 8 Marks • Above 55 Cr. = 10 marks 	As per RFP

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25	4.15 Technical Evaluation Criteria, Sr. No. A.2. i	28	<p>A.2.: Project Experience</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented in India, excluding the cost towards procurement of hardware, network, and infrastructure items.</p> <ul style="list-style-type: none"> • Each project of value ₹12 crore or more will get 8 marks each. • Each project of value ₹7.5 crore or more, will get 6 marks each. • Each project of value ₹6 Crore or more will get 4 marks each. • Bidder must propose a minimum of 4 projects, each with a value exceeding ₹6 crore, executed for Central/State Government or PSU, will be considered for evaluation 	<p>We request the department to change this clause</p> <p>A.2.: Project Experience</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application / IT/ITeS Related Services/Supply over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented in India, excluding the cost towards procurement of hardware, network, and infrastructure items.</p> <ul style="list-style-type: none"> • Each project of value ₹12 crore or more will get 8 marks each. • Each project of value ₹7.5 crore or more, will get 6 marks each. • Each project of value ₹6 Crore or more will get 4 marks each • Bidder must propose a minimum of 4 projects, each with a value exceeding ₹6 crore, executed for Central/State Government or PSU or Enterprise, will be considered for evaluation. 	Refer to S. No. 2 of this document
26			Extension	We kindly request an extension of the tender submission deadline by 15 days from the current deadline.	Extension to be notified in Corrigendum.
27	4.13 Pre Qualification Criteria	25	<p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each 	<p>pan provided for Project Experience is currently 3 years. Due to Covid-19 and its after-effects, many Government and Public Sector projects were delayed. Hence, we request consideration of a 7-year period in place of the existing 3-year requirement.</p>	As per RFP

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28	4.13 Pre Qualification Criteria	25	a) Details of the assignments as per Annexure XIII of this RFP. b) Copy of work order/ Agreement/ Contract. c) For projects currently in the ongoing phase, the software development component must be fully completed, and the solution should be live at the time of bid submission. The bidder is required to submit documentary proof, duly certified by a Chartered Accountant (CA)/ Statutory Auditor, confirming receipt of the requisite payment amount. The amount received in last 3 years as payment for ongoing project should match the mentioned criteria	In reference to point (c), we request that ongoing projects be considered based solely on their active status, without linking them to financial value criteria or Go-Live requirements. We propose that a Chartered Accountant (CA) certificate confirming the project's ongoing status, along with the corresponding Work Order/Agreement, be accepted as sufficient documentary evidence.	For the ongoing projects, the project must either be live or have at least one phase successfully gone live. The System Integrator (SI) is required to submit a Chartered Accountant (CA) certificate confirming the revenue accrued from the project and either a phase completion certificate issued by the client or a self-declaration of phase completion signed by an authorized signatory
29	4.13 Pre Qualification Criteria	25	The amount received in last 3 years as payment for ongoing project should match the mentioned criteria.	Regarding the condition that the amount received in the last 3 years for ongoing projects should match the mentioned criteria, we would like to highlight that in many cases, project payments get delayed due to documentation or compliance processes, which do not reflect the actual success or progress of the project. Hence, we request that this condition be removed.	As per RFP
30	4.15 Technical Evaluation Criteria, A2 Project Experience	27	The Bidder should have experience of successfully undertaking Go-Live/ completed project/ Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemente	a) Details of the assignments as per Annexure XIII of this RFP. b) Copy of work order/ Agreement/ Contract. c) For projects currently in the ongoing phase, the software development component must be fully completed, and the solution should be live at the time of bid submission. The bidder is required to submit documentary proof, duly certified by a Chartered	As per RFP
31	4.15 Technical Evaluation Criteria, A2 Project Experience	28	The amount received in last 3 years as payment for ongoing project should match the mentioned criteria.	Regarding the condition that the amount received in the last 3 years for ongoing projects should match the mentioned criteria, we would like to highlight that in many cases, project payments get delayed due to documentation or compliance processes, which do not reflect the actual success or progress of the project. Hence, we request that this condition be removed.	As per RFP
32	4.15 Technical Evaluation Criteria, A2 Project Experience	28	• No ICC project = 0 Marks • 1 ICC project = 3 Marks • 2 ICC projects = 6 Marks • 3 or more ICC projects =10 Marks	• No ICC project = 0 Marks • 1 ICC project = 5 Marks • 2 ICC projects = 10 Marks अमित कुमार / Amit Kumar अवर सचिव / Under Secretary	Please refer to S. No. 3 of this document

33	5.2.1 Flying Squad Mobile Application	36	<p>3. The mobile application shall integrate the existing manual inspection forms currently being used by CAQM for each type of inspection (Industrial, DG Set, C&D, Road Dust, Stubble Burning, etc.) and replicate their structure digitally. The SI shall digitize these forms during the initial configuration phase. However, the system shall also provide flexibility to adapt over time.</p> <p>The Admin Portal within the PAVAN web system shall include a configuration interface where authorized CAQM administrators can modify existing inspection forms, add new fields, and even introduce new inspection types using the unified Form Builder module (refer to Section 5.2.4). This will ensure that any procedural or regulatory changes can be incorporated without redevelopment effort.</p>	<p>Limitation in Mobile App When Forms Are Controlled by Web Admin, kindly confirm if CAQM is agreed with limitation.</p> <p>since inspection forms are dynamically configured through the Web Admin Form Builder, the mobile application will display these forms based on the structure and fields defined by CAQM administrators. While this provides flexibility, it also introduces certain limitations on the mobile app:</p> <p>Key Limitations</p> <p>No Native UI Customization for New Fields Any new fields or inspection types added in the Web Admin will appear in the mobile app using the generic form-rendering logic, and cannot include custom mobile-native UI components unless additional development is done.</p> <p>Limited Offline Support for New/Modified Fields If new fields or inspection types require special validations or logic, the mobile app may not support them offline unless the app is updated.</p> <p>No Dynamic Business Logic on Mobile The mobile app will not automatically support complex conditional workflows, branching logic, or calculations added through the Form Builder unless supported by the app's generic engine.</p>	Any issues encountered in the app has to be catered by the SI in the O&M phase.
34	5.2.1 Flying Squad Mobile Application, 5 Point	37	To accommodate field conditions such as low network connectivity, the mobile app shall support offline data entry and draft saving capabilities	<p>To accommodate field conditions such as low network connectivity, the mobile app shall support offline data entry and draft saving capabilities. Under offline mode, the mobile app can capture only the last saved/previously tracked GPS location. The real-time GPS location cannot be updated during the inspection until the device is online."</p>	Mobile phones are capable of capturing location via GPS even in low/no network areas
35	5.2.9 Integrated Command and Control Centre (ICCC)	47	7. The SI shall also be responsible for manning and operating the ICCC by deploying two dedicated helpdesk resources for day-to-day monitoring, data validation, incident coordination, and first-level support. These resources shall be stationed at the CAQM premises and operate under CAQM's supervision during official working hours (or as required during emergency conditions).	What will be official working hours?	ICCC will be operational as per CAQM business hours (9:30 AM to 7:00 PM) which may change later due to operational issues.

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36	7.1 Project Timelines (Indicative) 1.A Planning & Readiness	50	PAVAN SRS Submission - T+3 Weeks	We request to make it T+ 3 Months.	As per RFP
37	7.1 Project Timelines (Indicative) 1.A Planning & Readiness	50	Revamping of CAQM Website - T +1 Months	We request to make it T+ 3 Months.	As per RFP
38	7.1 Project Timelines (Indicative) 1. B Development & Integration	50	Development Mobile App (Inspection) - T + 2 months	We request to make it T+ 5 months.	As per RFP
39	7.1 Project Timelines (Indicative) 1. B Development & Integration	50	Production Environment Setup and Infrastructure Readiness - T + 2 months	We request to make it T+ 5 months.	As per RFP
40	7.1 Project Timelines (Indicative) 1. B Development & Integration	50	Development of Modules (Mobile App & Web, API Integration) - T+3 months	We request to make it T+ 5 months.	As per RFP
41	7.1 Project Timelines (Indicative) 1. B Development & Integration	50	System Testing, UAT & Refinement - T+4 months	We request to make it T+ 6 months.	As per RFP
42	7.1 Project Timelines (Indicative) 1.C Rollout & GoLive	50	Training & Change Management - T+5 months	We request to make it T+ 7 months.	As per RFP
43	7.1 Project Timelines (Indicative) 1.C Rollout & GoLive	50	Go Live Readiness & Deployment - T+5 months	We request to make it T+ 7 months.	As per RFP

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44	7.1 Project Timelines (Indicative) 1.D Stabilization & Optimization	50	System Stabilization and Hand holding - T+ 6 months	We request to make it T+ 8 months.	As per RFP
45	11 Service Level Agreement (SLA) for PAVAN Portal	60	v. Scheduled Maintenance Time: Pre-defined time period during which the specified services/components with specified technical and service standards will not be available due to scheduled maintenance activity. The selected SI is required to take at least 10 days prior approval from the designated authority for any such activity. The scheduled maintenance should be carried out during non-peak hours (like post midnight and should not be for more than 2-4 hours. Such planned downtime would be granted max 4 times in a year	Scheduled maintenance time of only 4 times per year is very limited. If CAQM requests modifications or enhancements that require planned downtime, this restriction implies that SI would be able to push modifications/enhancements to production a maximum of only four times in a year?	Scheduled maintenance may occur more than four times with prior approval from CAQM. Routine modifications and enhancements will be included in code releases and will not be considered part of scheduled maintenance. Routine code releases must be scheduled during off peak hours and communicated in advance to CAQM.
46	11 Service Level Agreement (SLA) for PAVAN Portal	59	ii. Non-Critical Time (NCT): This refers to the non-critical time period i.e. 00:00 hrs to 05:59 hrs and the concurrency of registration may not be as high as critical period.	What is concurrency of registration?	Amended to - "This refers to the non-critical time period i.e. 00:00 hrs to 05:59 hrs and the concurrency may not be as high as critical period."
47	11 Service Level Agreement (SLA) for PAVAN Portal	64	<ul style="list-style-type: none"> For severity Medium – To be resolved within 12 hours of problem being reported Severity Low - To be resolved within 24 hours of being reported 	<p>If the SLA states:</p> <p>Severity Medium – resolution within 12 hours, and</p> <p>Severity Low – resolution within 24 hours,</p> <p>then it implicitly requires 24x7 support availability. Otherwise, these timelines cannot be met for issues reported during nights, weekends, or holidays.</p> <p>For example:</p> <p>If an issue is reported at 10:00 PM and the team works only business hours, resolving it within 12 or 24 hours becomes impossible without 24x7 coverage.</p> <p>SLA clocks run continuously, not only during working hours.</p> <p>Therefore, with the given resolution timelines, a 24x7 support model (or at least 24x7 on-call</p>	<p><u>Clarification:</u></p> <ul style="list-style-type: none"> For severity Medium – To be resolved within 12 business hours of problem being reported Severity Low - To be resolved within 24 business hours of being reported <p>High remains the same as RFP.</p>

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48	5.2.5 Document Management System	43	The DMS shall securely store and manage all documents generated or uploaded across the PAVAN system, including inspection reports, meeting minutes, notices, affidavits, and enforcement letters.	In respect to the mentioned statement, requesting CAQM to clarify the following queries, 1. Total Number of Users for Document Management System who will login into the system and work. 2. Approximate User Concurrency (Average number of logged-in users, in one given point of time) for Document Management System.	The estimated number of current users for the Document Management System (DMS) is approximately 400, with around 40 concurrent users. These figures are indicative and subject to change. CAQM prefers a Document Management System (DMS) that is based on open-source technology and offers robust enterprise-level support. This information is provided for reference only and does not influence the System Integrator's bid.
49	5.2.5 Document Management System	43	The DMS shall securely store and manage all documents generated or uploaded across the PAVAN system, including inspection reports, meeting minutes, notices, affidavits, and enforcement letters.	In assumption that CAQM requires a Unified, Robust & Structured DMS Application, requesting CAQM to accept the incorporation the following specifications in RFP for Document Management System, - Categorization of documents in folders-subfolders structure. - Repository should be format agnostic. - Indexing of the documents on user defined parameters. - Robust & right based SEARCH capability. - Rich out-of-box functionalities like Annotation, Link, Version Management, Alarms & Reminder etc. - In-built User Management, Rights Management & Password Management modules. -Should have robust scalability and is having the capability to archive crores of documents / contents without compromising the system performance. The acceptance of the above point ensures the participation of globally recognized, Organization-of-the-breed, industry standard solution providers	To be decided by CAQM in consultation with the Successful bidder during the requirement gathering phase. CAQM prefers a Document Management System (DMS) that is based on open-source technology and offers robust enterprise-level support. This information is provided for reference only and does not influence the System Integrator's bid.
50	5.2.5 Document Management System	43	The DMS shall securely store and manage all documents generated or uploaded across the PAVAN system, including inspection reports, meeting minutes, notices, affidavits, and enforcement letters.	As we understood that CAQM intends to have an integrated Industry Standard Document Management System which is having the capability to cater billions of documents with secured access mechanism and proper scalability, in that respect, requesting CAQM to incorporate the following specification in the mentioned statement, "The OEM of the product for DMS should exist any of the leading analyst reports like Gartner or Forrester for Content Services Platform/Enterprise Content Management reports in the last 3 Years." The incorporation of the above clause will ensure the participation of Globally Recognized, Industry Standard Solution Providers in the bid	Refer to point no 49 of this document

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राष्ट्रीय राजधानी क्षेत्र और निजी क्षेत्र का
Commission for Air Quality Management
भारत सरकार / Government of India
17वीं मंजिल, जवाहर नगर (एन टी सी)
17th Floor, Jawahar Nagar (NTSI)
नई दिल्ली / New Delhi

प्रबन्धन शाखा
Adjoining Areas
1. टॉल्सोय मार्ग,
(Tolstoy Marg,
New Delhi)

51	5.2.5 Document Management System	43	Document Repository: Document management system or process shall be used to capture, track, and store electronic documents such as Notices/ Orders etc. generated by officials, responses/ submissions from taxpayer/ assesses	As understood from the RFP that required DMS application should be capable of archiving huge volume of documents for a longer period, it's expected that the proposed solution should have proper scalability. In that respect, requesting TRAI to incorporate the following points in the section of DMS requirement, "The proposed DMS system should have the proven scalability and should have at least one live implementation site in India with more than 20 Crore documents archived in enterprise document management repository as well as having user base of more than 1000 users." Incorporation of the above clause will ensure the participation of Industry Standard, Globally Recognized Solution Providers	Refer to point no 49 of this document
52	5.2.5 Document Management System	43	Integration with other modules (inspection, ETF, data aggregation) shall allow direct linkage of documents to their corresponding records, ensuring a traceable and auditable documentation framework.	As understood from the RFP that the required DMS needs to be integrated with multiple other application modules from where documents will be uploaded and viewed using Web API & Web Service based integration methodologies. In that respect, requesting CAQM to confirm the following, " Approximate number of concurrent sessions / hits that will come from other applications towards Document Management System for uploading & viewing purpose". Kindly clarify	Refer to point no 49 of this document
53	18.18.4 Document Management Module	166	It supports real-time editing, commenting, and approval processes, with automated notifications and escalation mechanisms tailored to CAQM's governance structure.	As understood from the mentioned statement, the authorized users will be able to MODIFY / EDIT the metadata of the electronic documents, residing in DMS application. The editing here doesn't applicable for content of the document. Please confirm if that understanding is correct.	Refer to point no 49 of this document
54	18.18.4 Document Management Module	167	OCR for scanned documents with customizable language and field mapping	In reference of the mentioned statement, requesting CAQM to clarify the meaning of "Customizable Language" and its related use case. Kindly clarify.	This may be read as " OCR for scanned documents with field mapping."
55	18.18.4 Document Management Module	168	Auto-generation of letters/orders with merge fields.	As understood from the RFP that the proposed DMS application will be used for storing, archiving & securing various categories of documents in its structured repository. In that perspective, requesting CAQM to clarify the use case of "Auto-generation of letters / orders with merged fields" in DMS. As the same can be catered by Portal based workflow, why does CAQM wants this as part of DMS capability. Kindly clarify.	Auto generation of letters/Orders would be part of PAVAN workflow and would not be specifically required in the DMS.

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56	15.1 Intellectual Property Rights (IPR)	69	The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with CAQM after Go-live of the application.	In respect to the mentioned statement, it's understood that for COTS (Commercial-off-the-Shelf) based Product offerings, the base source code will remain be the property of the respective OEM. Only the source code of the customization section (Which will be developed specifically for Customer on top of base product), will be shared with BIS. Please confirm if that understanding is correct.	Yes
57	5.2.5 Document Management System	43	The DMS shall securely store and manage all documents generated or uploaded across the PAVAN system, including inspection reports, meeting minutes, notices, affidavits, and enforcement letters.	In respect to the mentioned statement, it's understood that the sources of the documents towards DMS will be Portal (From where docs will come through integration), Scanning Solution (Where physical docs will be scanned, indexed & uploaded). In that perception, requesting CAQM to confirm whether is any other source of the documents and if "Yes", please provide the name of the same.	Refer to point no 49 of this document
58	5.2.5 Document Management System	43	The DMS shall securely store and manage all documents generated or uploaded across the PAVAN system, including inspection reports, meeting minutes, notices, affidavits, and enforcement letters.	In respect to mentioned statement, requesting CAQM to confirm the number of such "Scanning Station" across Organization. Please confirm.	If any scanning stations are required, they will be set up at CAQM premises, and the associated hardware and manpower costs will be borne by CAQM. However, this requirement is independent and should not influence the technical or financial bid submitted by the System Integrator.
59	b) Applicable SLAs	63	The average availability of the application shall be at least 99.5% in a month.	As understood from the RFP, CAQM intends to have the solution deployed in the following environments with the mentioned clustering & non-clustering mode. 1. Production (Active-Active) 2. DR (Active-Active and with 100% Replica of Production) 3. Development (Non-Clustered or Stand Alone) 4. UAT (Non-Clustered or Stand Alone) Please confirm the above understanding.	The Cloud Infrastructure Assessment for PAVAN portal is part of the deliverable in Phase 1 A and shall be finalised by CAQM in consultation with the successful bidder.
60	DISCLAIMER	2	Sub-contracting and consortium bidding are strictly prohibited.	1. Please clarify if OEM/technology partners may be engaged in supporting capacity considering multi-disciplinary nature (ICCC, GIS).	As per RFP
61	4.7 Evaluation process	22	7. Presentation / Demonstration by the bidder during the technical evaluation process is mandatory. The TEC may ask for meetings with the Bidders to seek clarifications on their bids.	1. Please clarify your expectation from presentation / demonstration? Are you looking for any live demonstration or mock-up screens for proposed system will suffice? This will help SI to start preparing the same.	Refer to Point B of Clause No 4.15 of the RFP

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62	4.13 Pre-Qualification Criteria	26	<p>8 Related to software development implementation, maintenance of a web application /web portal including Mobile app (android & iOS)</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each 	<p>1. Considering the scale and complexity of the project, it may be challenging for bidders to demonstrate relevant project experience strictly within the last three (3) years. We therefore request that the eligibility criteria be revised to allow</p> <ul style="list-style-type: none"> - submission of project experience completed within the last FIVE (5) years. - One project not less than the amount ₹10 Crore - Two projects not less than the amount ₹6 Crore each - Three projects not less than the amount ₹4 Crore each <p>This relaxation will enable wider participation from qualified and experienced bidders and will ensure a more competitive evaluation landscape, helping the Authority receive proposals from organizations with proven capability in delivering similar large-scale solutions. Please consider.</p>	As per RFP
63	4.13 Pre-Qualification Criteria	26	<p>10 Certifications</p> <p>The Bidder must have the certifications for CMMI L3 or above and at least 1 of the following ISO certifications:</p> <ul style="list-style-type: none"> • ISO27001:2015, • ISO 20000- 1:2018 • ISO 9001:2015 	<p>1. Considering the scale, complexity, and mission-critical nature of the project, and in order to ensure participation of highly qualified and experienced bidders with mature delivery and governance processes, we request the following modification in the eligibility criteria. This will help ensure that bidders have robust quality, security, and service capabilities required for successful execution of a project of this magnitude and importance. Please consider.</p> <p><i>The Bidder must have the certifications for CMMI L5 or above and at least 2 of the following ISO certifications:</i></p> <ul style="list-style-type: none"> • ISO27001:2015, • ISO 20000- 1:2018 • ISO 9001:2015 	As per RFP

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64	4.15 Technical Evaluation Criteria	28	<p>A Financial Capacity+ Project Experience+ Resource Strength + Certifications</p> <p>A.2 Project Experience</p> <p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented in India, excluding the cost towards procurement of hardware, network, and infrastructure items.</p>	<p>1. With reference to our suggestion in Qualification Criteria and to make it inline with it, we also request you to make below changes. Kindly consider.</p> <p><i>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last <u>FIVE</u> financial years (FY 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25) (Starting from <u>1st April 2020</u>) implemented in India, excluding the cost towards procurement of hardware, network, and infrastructure items.</i></p>	As per RFP
65	4.15 Technical Evaluation Criteria	28	<p>A Financial Capacity+ Project Experience+ Resource Strength + Certifications</p> <p>A.2 Project Experience</p> <ul style="list-style-type: none"> • Each project of value ₹12 crore or more will get 8 marks each. • Each project of value ₹7.5 crore or more, will get 6 marks each. • Each project of value ₹6 Crore or more will get 4 marks each. • Bidder must propose a minimum of 4 projects, each with a value exceeding ₹6 crore, executed for Central/State Government or PSU, will be considered for evaluation. • A maximum of 30 marks can be awarded under this criterion. Projects of varying values across categories will be considered based on their respective value brackets. 	<p>1. We appreciate the intent of the technical scoring structure based on project size and complexity. However, considering the scale, domain specificity and specialized nature of the proposed PAVAN program, covering ICCC establishment, multi-agency integrations, enforcement workflows, GIS, AI/ML analytics, and large-scale digital transformation, many competent and experienced bidders may face challenges in meeting the current requirement of minimum four (4) projects, each above ₹6 crore, strictly within government or PSU environments. To encourage wider participation from technically capable system integrators and to ensure healthy competition, we request that the evaluation criterion be relaxed as follows:</p> <ul style="list-style-type: none"> • Each project of <u>value ₹10 crore</u> or more will get 8 marks each. • Each project of <u>value ₹6 crore</u> or more, will get 6 marks each. • Each project of <u>value ₹4 Crore</u> or more will get 4 marks each. • Bidder must propose a minimum of 4 projects, each with a value exceeding <u>₹4 crore</u>, executed for Central/State Government or PSU, will be considered for evaluation. <p>Kindly consider</p>	As per RFP

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66	4.15 Technical Evaluation Criteria	29	<p>ii. The bidder must have experience in designing, developing, and deploying dashboards, data exchange interfaces, real-time monitoring applications, and integrating third-party systems (such as IT portals, sensors, GIS, etc.) for Integrated Command and Control Centers (ICCC) in government or public sector projects.</p> <ul style="list-style-type: none"> • No ICCC project = 0 Marks • 1 ICCC project = 3 Marks • 2 ICCC projects = 6 Marks • 3 or more ICCC projects = 10 Marks 	<p>1. Because Dashboard/Data Visualization is also the core component of the required software solution however this evaluation criteria is restricted up to ICCC Projects only therefore we request you to amend this criteria as below to ensure a comprehensive representation of the components:</p> <ul style="list-style-type: none"> • No ICCC / Dashboards project = 0 Marks • 1 ICCC / Dashboards project = 3 Marks • 2 ICCC / Dashboards projects = 6 Marks • 3 or more ICCC / Dashboards projects = 10 Marks 	Please refer to S. No. 3 of this document
67	5 Scope of Work	35	<p>5.1 Project Management and Execution Framework</p> <p>4. CAQM shall facilitate the readiness of IT infrastructure exclusively at its own premises prior to the commencement of the PAVAN application development phase. The System Integrator (SI) will furnish detailed IT infrastructure requirements within the System Design Document, tailored specifically to CAQM's needs.</p>	<p>1. We understand that CAQM will provision, supply, and manage all necessary infrastructure components required for deployment and hosting of the PAVAN application, including but not limited to Data Center (DC) and Disaster Recovery (DR) environments, network and security components (Firewall, Load Balancer, Backup Systems, etc.), platform software (Operating System, Database, Backup & Restore utilities), GIS Licenses and integration tools/services such as IAM, SMS Gateway, Email Gateway, Payment Gateway, Digital Signature, and other interfacing services. Please confirm.</p>	CAQM shall procure or facilitate all required external licenses and integration tools/services. The System Integrator will provide support in finalizing the technical configurations for these components.
68	5 Scope of Work	36	<p>5.1 Project Management and Execution Framework</p> <p>11. The SI shall assist CAQM in identifying the appropriate software solutions and/or services (eg. Document Management System, Visualization tools etc.) required for the project. CAQM will provide the estimated number of users, based on which the SI shall recommend and facilitate procurement of the necessary licenses.</p>	<p>1. Kindly clarify whether the System Integrator (SI) is expected to supply the necessary licenses (of the identified software solutions and/or services) and also include its cost into the commercial proposal.</p> <p>2. If yes, then we request you to please provide the expected number of users / concurrent users / access roles for each software component so that accurate licensing and costing assumptions can be factored into the financial bid.</p>	CAQM shall procure or facilitate all required external licenses and integration tools/services. The System Integrator will provide support in finalizing the technical configurations for these components.
69	5.2.1 Flying Squad Mobile Application	37	<p>3. The mobile application shall integrate the existing manual inspection forms currently being used by CAQM for each type of inspection (Industrial, DG Set, C&D, Road Dust, Stubble Burning, etc.) and replicate their structure digitally.</p>	<p>1. Total how many inspection forms will need to be developed during development period?</p> <p>2. Please share list of all manual inspection forms along with sample form of each for better understanding.</p>	Indicative list of Inspection forms currently in use are available in the FRS which is placed in the Annexure of the RFP.

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70	5.2.1 Flying Squad Mobile Application	37		<p>1. Kindly clarify how inspection tasks will be allocated to the Flying Squads. Will assignments be generated automatically by the system based on predefined rules or manually by authorized users (e.g., CAQM officials, Enforcement Control Room operators)?</p> <p>2. In case assignment is intended to be automated, we request details of the business logic / decision rules to be followed for squad assignment, such as location proximity, squad specialization, workload distribution, real-time availability, incident severity, or priority levels. Please share.</p> <p>3. Please also confirm whether the PAVAN system is expected to maintain and display Flying Squad schedules, availability status, roster planning, leave calendar, and resource utilization history for intelligent allocation and monitoring.</p>	Project documents containing these details would be provided to the successful bidder.
71	5 Scope of Work 5.2.2.1 ETF-Based Enforcement and Action Implementation Workflow	39	1. Once a Flying Squad submits an inspection report through the PAVAN mobile application, it shall automatically appear in the Inspection Inbox of the web portal for review by CAQM scientists. Each report will display evidence such as geo-tagged photographs, timestamps, and location coordinates.	<p>1. We understand that CAQM will provision and supply access to Google Maps API services, including but not limited to geo-tagging, map visualization, location intelligence, and any other map-based functionalities required for the PAVAN platform. We request confirmation that the licensing, usage costs, and associated quota management for Google Maps (or any alternative map service selected by CAQM) will be provisioned by CAQM and are not required to be included in the commercial proposal by the bidder. Kindly confirm.</p>	Details of the Map API services to be used would be finalised by CAQM in consultation with the successful bidder during the requirement gathering stage.
72	5 Scope of Work 5.2.2.1 ETF-Based Enforcement and Action Implementation Workflow	39	Each letter shall be assigned a unique reference number, transmitted securely by email through the system, and automatically archived. The portal shall also provide a Communication Tracker to monitor acknowledgements, pending responses, and completion status (e.g., "Power Disconnected," "Sealing Completed," "Show Cause Reply Received").	<p>1. We assume that the status mentioned here (e.g., "Power Disconnected," "Sealing Completed," "Show Cause Reply Received") will be entered manually after respective action is taken. Please confirm.</p>	No, this will be a workflow based system where each action taken would trigger another action hence no manual entry on actions would be done at any point.
73	5 Scope of Work 5.2.2.2 Compliance Workflow and Post-Closure Process	39	Upon receiving an enforcement letter, the proponent shall receive an auto-generated email containing a temporary secure login link to the PAVAN portal. Using this link, the proponent can access a limited-scope dashboard to view the notice and upload compliance evidence including photographs, technical documents, or corrective-action reports addressed to the concerned SPCB Regional Office (RO).	<p>1. Why it is require to create temporary secure login link for the proponents? Pleaes elaborate.</p> <p>2. From creation of temporary seure login link we understand that proponents will not have permanent login / registration into the system. Please confirm.</p>	<p>Temporary access to the proponents would be given to allow them to submit their compliance documents and complete their compliance actions within the PAVAN platform. Once the case is closed and and all compliance actions are performed/site is reopened, the rights of the proponents to the PAVAN platform would be revoked.</p> <p>This is done to ensure that load on the PAVAN platform is reduced, the SI may propose a better solution to achieve this.</p>

74	5.2.3 Data Aggregation and Thematic Reporting Module	41	2. Each stakeholder agency (e.g., SPCBs, DPCC, Transport Departments, DISCOMs, Municipal Bodies, etc.) shall have a dedicated login to the PAVAN portal. Authorized users shall be able to fill, upload, or submit data in a prescribed digital form through the web interface. The forms currently used by CAQM shall be pre-configured in the system at the time of implementation. However, the system shall be flexible enough to allow CAQM administrators to modify these forms, change data fields, or create new thematic forms as per future requirements.	1. Kindly clarify whether the Data Aggregation and Thematic Reporting Module will utilize a common and standardized data submission form for all stakeholder agencies, or whether separate customized forms will be required for each stakeholder based on their functional processes and data capture needs. 2. In the event that different stakeholder agencies will require independent or customized forms, we request details regarding the expected number of unique forms to be developed under the current scope. Additionally, it would be helpful if sample templates, indicative formats, or previously used forms could be shared to enable accurate effort estimation, UI/UX planning, and form builder configuration.	Data submission forms for each thematic category will remain common across all stakeholders. However, certain stakeholders may require minor modifications, which will be communicated at a later stage.
75	5.2.6 MIS and Dashboard	43	2. Dashboards shall include visual analytics such as charts, heat maps, trends, and geo-spatial views, allowing CAQM to monitor inspection progress, enforcement outcomes, compliance trends, and thematic data submissions.	1. We could not find the exact requirements related to the use of geo-spatial imagery and allied solutions. In this context should we assume that the project's geo-spatial requirements can be adequately addressed through the use of standard Google Maps services for heat maps or geo-spatial views? We request confirmation that Google Maps will meet the functional expectations for the PAVAN platform, and that no additional advanced GIS capabilities (such as spatial analysis, multi-layer GIS, topology processing, shape-file rendering, satellite tile overlays, buffer/heatmap generation, etc.) are required beyond standard map functionalities. Please confirm. 2. If more advanced GIS features are expected, kindly share detailed scope, data layer requirements, mapping standards (e.g., Bhuvan/ISRO or other state GIS integration), and sample use cases to enable accurate solution design. 3. If above (point #2) is the case then we assume that license cost and recurring cost for GIS tool / system will be provisioned and provided by CAQM. Please confirm.	Refer to point No 71 of this document.

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76	5.2.7 Integration of Emerging Technologies	43	1. As part of the development phase of the PAVAN portal, the System Integrator (SI) shall be responsible for conceptualizing, developing, and integrating Artificial Intelligence (AI), Machine Learning (ML), Geographic Information System (GIS), and other emerging technologies into the platform. The objective is to leverage data collected, processed, and managed within the PAVAN ecosystem to deliver analytical use cases that strengthen CAQM's monitoring, decision-making, and policy-support capabilities.	1. We request clarification on the commercial treatment of AI/ML, GIS, and other emerging technology use cases referenced in the RFP and those additionally proposed by the selected System Integrator (SI). Specifically, please confirm whether such use cases are expected to be delivered as part of the current scope without additional cost or whether they will be treated as Change Requests (CRs) to be evaluated and compensated separately based on finalized scope, business rules, data availability, and effort estimation. Kindly confirm.	Emerging technology integration is part of the current scope. Please refer to section 5.2.7 of the RFP for the list of indicative use cases.
77	5.2.8 Revamp of CAQM Website	45	2. Furthermore, the existing website does not display live status information, such as the real-time Air Quality Index (AQI) for the Delhi-NCR region or the current status of the Graded Response Action Plan (GRAP).	1. We assume that required web service API for both AQI and GRAP will be provisioned and provided by CAQM. Please confirm.	CAQM would facilitate the provisioning of the API in consultation with the SI.
78	5.2.8 Revamp of CAQM Website	45	Website	1. We were unable to locate the detailed scope of work, features, functionalities, module specifications, or architectural expectations related to the CAQM website development / revamp in the published RFP documents. In order to prepare accurate effort estimation, resource planning, technical architecture, and cost calculations, we request you to kindly provide a comprehensive functional scope, including indicative modules, user roles, UI/UX expectations, content management requirements (CMS), integration touchpoints, multilingual needs, and performance/security considerations.	Please refer to section 5.2.8 of the RFP
79	5.2.9 Integrated Command and Control Centre (ICCC)	47	a) Centralized Dashboard: Real-time monitoring of air quality and related enforcement data through modular, configurable dashboards. c) Multi-Monitor Visualization: Real-time visualizations of live feeds, analytical insights, alerts, and spatial data across multiple large displays for continuous situational awareness.	We request additional clarity regarding the detailed scope, depth of functionality, and expected quantum of work related to the Integrated Command and Control Centre (ICCC) as defined in the RFP. In order to accurately estimate implementation efforts, solution architecture, manpower sizing, and commercial costing, we seek further elaboration on the following aspects associated with ICCC capabilities: 1. Centralized Dashboard & Multi-Monitor Visualization: Please specify the expected number of dashboards, display wall configuration (screen count, resolution, video wall size), real-time refresh expectations, number of widget types, and types of visualizations required (charts, heatmaps, geospatial layers, video streams, etc.).	The ICCC design and architecture is to be finalised during the course of the project implementation by SI, CAQM and PMU team

80	5.2.9 Integrated Command and Control Centre (ICCC)	47	b) Automated Data Ingestion: Secure APIs and ETL pipelines for seamless and standardized data collection, validation, and transformation from multiple internal and external sources.	2. How many number of APIs/ETL pipelines, type of data sources (internal/external) are planned to be integrated? 3. Corresponding to each APIs/ETL pipeline kindly provide clarification about data update frequency (real-time / batch), average data size, and third-party system readiness for integration.	Refer to Annexure " Integration Touchpoints".
81	5.2.9 Integrated Command and Control Centre (ICCC)	47	d) Trend and Pattern Analytics: Identification and visualization of temporal and spatial trends, recurring pollution patterns, and compliance behaviors to support preventive decision-making. e) GIS-Enabled Spatial Analytics: Integration of geospatial layers for mapping pollution hotspots, correlating data sources, and assessing spatial impact zones.	3. Trend Analytics, Spatial Analysis & GIS-Enabled Visualization: Kindly provide use cases and sample analytics requirements related to trend forecasting, hotspot detection, pattern analytics, and spatial overlays. Additionally, please confirm expected GIS capabilities such as shapefile handling, buffer analysis, multi-layer overlay, heatmaps, satellite tile rendering, etc.	The SI shall submit the emerging technology use cases as part of the SRS document which would be reviewed and approved by CAQM.
82	5.2.9 Integrated Command and Control Centre (ICCC)	47	f) Automated Alerts and Ticketing System: Generation of real-time alerts upon detection of threshold breaches, anomalies, or non-compliance, coupled with a built-in ticketing mechanism to assign, track, and escalate corrective actions to relevant authorities.	4. Automated Alerts & Ticketing System: Request expected complexity of alert rules, escalation levels, approval workflow, integrations with email/SMS gateways, and reporting/closure compliance expectations.	To be finalised during the course of the project implementation by SI, CAQM and PMU team
83	5.2.9 Integrated Command and Control Centre (ICCC)	47	g) MIS and KPI Dashboards: Thematic dashboards to monitor key performance indicators across enforcement domains such as stubble burning, vehicular emissions, road dust, and industrial operations.	5. MIS & KPI Dashboards: Please provide list of enforcement domains, approximate number of KPIs, and whether these dashboards must support configurable drill-downs, role-based personalization, and historical comparison.	To be finalised during the course of the project implementation by SI, CAQM and PMU team
84	5.2.9 Integrated Command and Control Centre (ICCC)	48	h) Visualization Export: Export of visualization (e.g., charts, maps, event views) to local directory in standard formats (PNG, JPEG, PDF), or share via email directly from the interface for reporting or communication purposes.	7. Export Functionality & Collaboration Tools: Request details on supported file formats, whether report templates are predefined or configurable, and required audit logs for export/sharing functionality.	The reports should be dynamic and configurable.
85	5.2.9 Integrated Command and Control Centre (ICCC)	48	i) Notification and Escalation Framework: Configurable workflows for communicating incidents, deadlines, and action items to concerned departments or field officials.	6. Notification & Escalation Framework: Kindly confirm workflow builder expectations, SLA configurations, integration with field mobile app, and escalation logic across departmental hierarchies.	To be finalised during the course of the project implementation by SI, CAQM and PMU team

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86	7 PAVAN Deliverables & Timeline	50	7.1 Project Timelines (Indicative)	1. Considering the extensive scope, large-scale integrations, ICCC setup, multi-agency coordination, AI/ML-based analytics, GIS enablement, mobile enforcement application, and security/compliance requirements of the project, the proposed development timeline of six (6) months appears highly challenging and may impact the quality and stability of the deliverables. We therefore request that the implementation duration be revised to a more realistic timeline of <u>at least ten (10) months</u> . This will enable the selected System Integrator to conduct comprehensive requirement analysis, solution design, development, testing, security audits, training, data migration and stabilization activities, ensuring a robust and reliable implementation aligned with CAQM's expectations. Please consider.	As per RFP
87	7.2 Project Deliverables	52	Phase 1- Design, Development & Rollout of PAVAN Phase- 1. B (Development & Integration) Successful completion of unit testing with $\geq 90\%$ pass rate	1. Please clarify the expected scope and measurement criteria for achieving the $\geq 90\%$ unit testing pass rate milestone, including whether this metric will be based on test case execution success rate, code coverage percentage, or module coverage. Additionally, kindly confirm the treatment of external system dependencies (e.g., CPCB, SPCB, VAHAN, IMD, gateways), availability of sample test data, permissible use of mocks/simulators, responsibility assignment between SI / CAQM / third-party auditor, defect severity acceptance criteria, and certification authority for milestone sign-off.	The metric would be based on the test cases submitted by the SI.

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88	7.2 Project Deliverables	52	<p>Phase 1- Design, Development & Rollout of PAVAN</p> <p>Phase -1.C Rollout & Go-Live)</p> <p>Positive feedback (≥ 80% satisfaction)</p>	<p>1. Please clarify the scope, measurement methodology, evaluation parameters, stakeholder groups involved, sample size, survey process, rating scale definition, and acceptance authority for determining the ≥ 80% satisfaction level. Specifically, we request details on</p> <p>(a) which user categories will participate in the feedback survey (e.g., CAQM officials, SPCB/DPCC users, enforcement teams, industries, public users),</p> <p>(b) the survey format (online form, structured questionnaire, interview, or workshop),</p> <p>(c) evaluation mechanism (scoring criteria and minimum participant count), and</p> <p>(d) treatment of neutral or non-response feedback in the scoring.</p> <p>2. Additionally, please clarify whether the System Integrator is responsible for coordinating and executing the survey and whether multiple survey cycles (UAT, post-go-live stabilization) will be included within the project scope.</p>	The survey would be conducted by CAQM with SI's support.
89	8 Change Request Management Guidelines – CAQM PAVAN Portal	54	<p>3. Non-Billable Changes: The following changes shall not qualify as billable Change Requests:</p>	<p>1. We seek clarification regarding the list of activities categorized in the RFP as Non-Billable Change Requests (items a to k). Several of these items (mentioned below) typically require substantial development effort, testing, documentation, deployment planning and regression validation. These activities generally fall outside standard warranty / defect support and are considered scope extension or change request items in most enterprise and government engagements. We therefore request you to consider all the below listed activities under Billable Change Request. Kindly consider.</p> <ul style="list-style-type: none"> - API integration with existing systems or third-party services, - Creation or enhancement of MIS reports and dashboards, - Modifications or enhancements in existing modules or services of the web application(s)/mobile app(s), - Enhancements in execution time or performance tuning, - Version upgrades and UI/UX enhancements 	As per RFP

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90	Training Plan & Capacity Building	58		<p>1. Total how many users will need to be trained offline and how many users need to be trained online?</p> <p>2. Please share no. of batches and batch size for offline and online training.</p> <p>3. Please share list of locations where offline training will need to be provided.</p>	Refer to S. No. 10 of this document
91	14 Milestone Based Payment Terms	68	<p>14.1 Phase wise Milestones and Payment</p> <p>Phase 1A - Approval of SRS - T+3 weeks - 5%</p> <p>Phase 1B - Completion of Development of modules including APIs Integrations - T+3 Months - 10%</p> <p>Phase 1C - Go-Live - T+5 Months - 10%</p> <p>Phase 1D - Completion of system stabilization & optimization - T+6 Months - 10%</p> <p>Phase 2 - Operations, Maintenance, and Continuous Improvement - Post Phase1 - 10 Quarters till the project term - 65% of the remaining amount equated in quarterly payments</p>	<p>1. We observed that the currently proposed structure may create practical challenges for project execution and could significantly impact the cash flow for the System Integrator (SI), especially considering the scale, complexity, and upfront investments required for solution development, infrastructure setup, resource deployment etc. In order to ensure smooth project execution, timely delivery, and sustained financial viability throughout the project lifecycle, we request to revise the payment terms as suggested below. This more balanced milestone-linked payment structure will help maintain delivery momentum and support expected quality standards. Please consider.</p> <p>Suggested Payment Terms: Phase 1A - Approval of SRS - T+3 weeks - 15% Phase 1B - Completion of Development of modules including APIs Integrations - T+3 Months - 35% Phase 1C - Go-Live - T+5 Months - 10% Phase 1D - Completion of system stabilization & optimization - T+6 Months - 10% Phase 2 - Operations, Maintenance, and Continuous Improvement - Post Phase1 - 10 Quarters till the project term - 30% of the remaining amount equated in quarterly payments</p>	As per RFP

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92	16 Termination of Contract	71	<p>16.2 Termination of Client for default</p> <p>1. Without limiting any other rights or remedies the CAQM shall have against the SI raising out of or in connection with this Contract, the CAQM may terminate this Contract effective immediately by giving written notice to the SI if: the SI breaches a material provision of this Contract where that breach is not capable of remedy; the SI breaches any provision of this Contract and fails to remedy the breach within 30 days after receiving notice requiring it to do so. In this regard, reason is required to be recorded in writing within 15 days.</p>	<p>1. We request clarification regarding the termination clause, which currently grants unilateral termination rights to CAQM for breach by the System Integrator. For contractual fairness and risk mitigation, we request that termination rights, cure periods, and breach conditions be made reciprocal, such that the SI also has the right to terminate the contract in case of material breach or prolonged non-fulfillment of obligations by CAQM (including but not limited to delays in approvals, delays in payment, non-availability of infrastructure, and unresolved dependencies). We further request inclusion of a provision ensuring payment for completed deliverables, demobilization effort, and obligations up to the termination date, along with a clearly defined dispute resolution mechanism prior to exercising termination. Please consider.</p>	As per RFP
93	17 Financial Bid	73	<p>17.1.1 Phase 1 – Design, Development & Rollout Man- Month Rate of the (SI)</p>	<p>1. Calculating the Phase 1 (Design, Development & Rollout Man-Month Rate of the SI) costing, solely based on individual resource man-month rates may not present a realistic or equitable commercial structure. Beyond resource costs, there are significant variable and non-linear cost components involved (such as administrative, rent, infra, utilities, hr, marketing, sales etc.) in a project of this scale, such as technology infrastructure, licenses (if applicable), cybersecurity and audit compliance, project governance, travel, change management, knowledge transfer, contingency, risk provisioning, and quality assurance overheads, which cannot be effectively captured within simple man-month rate calculations. Additionally, the composition and sizing of the team specified in the table may need adjustment based on evolving requirements, discovery workshops, integration complexity, and actual implementation challenges during the development phase. A fixed and predefined resource mix may therefore restrict flexibility and impact delivery quality. In view of this, we request that the table for resource-wise man-month rate breakup be removed, and bidders be allowed to quote a lump-sum fixed cost for "Phase 1 – Design, Development & Rollout" without resource-wise bifurcation. Please consider.</p>	As per RFP

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94	17 Financial Bid	74	17.1.2 Phase 2: Operations, Maintenance, and Continuous Improvement Man- Month Rate of the (SI)	1. Similar to above point, we once again request that the table for resource-wise man-month rate breakup be removed, and bidders be allowed to quote a lump-sum fixed cost for "Phase 2: Operations, Maintenance, and Continuous Improvement" without resource-wise bifurcation. Please consider.	Bidders are required to submit only the lump-sum cost for the Phase 2: Operations, Maintenance, and Continuous Improvement. The resource-wise man-month rate breakup is requested solely to establish the resource rate card.
95	18.5 Annexure V: Integrity Pact	87	7. Facilitation of Investigation In case of any allegation of violation of any provisions of this Integrity Pact or payment of commission, the Buyer or its agencies shall be entitled to examine the Books of Accounts of the Bidder, and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.	1. We understand and fully support the intent of ensuring transparency and compliance under the Integrity Pact. However, we request clarification that access to books of accounts will be limited strictly to project-related financial records and only in the event of a formally documented allegation supported by evidence. We further request inclusion of provisions ensuring confidentiality, non-disclosure, data protection, and restricted usage of reviewed information, and that such examination will be conducted only by authorized representatives of CAQM or competent audit agencies under mutually agreed procedures and timelines. Kindly confirm and amend the clause accordingly to ensure balanced contractual protection for both parties.	As per RFP
96	18.18 Annexure XVIII: Functional Requirement Specifications (FRS)	105		1. Looking to the complex multi-module requirements, we request CAQM to conduct a detailed requirement walkthrough session following the pre-bid meeting, to explain functional expectations, use cases, data flows, and module-level requirements in greater depth. Such a session will help all bidders gain a consistent understanding of the scope and enable accurate effort estimation and solution design. Please consider.	Please refer the FRS placed in the Annexure of the RFP. All other project related documents and requirement walkthrough would be provided to the successful bidder.
97	18.18.2.2 ETF Agenda Creation & Approvals	137	9 The CAQM super admin should be able to configure approver chain per meeting (Member-Secretary → Advisor → Chairman).	1. We understand that there will be a single authorized user/officer operating under each of the following roles: Member-Secretary, Advisor, and Chairman, and that the associated workflow will follow a linear approval sequence without parallel, conditional, or multi-level branching. We request confirmation of this understanding. If the workflow involves multiple users per role, hierarchical routing, delegation, role-based substitution, or parallel approval paths, kindly provide additional details to enable accurate workflow design and effort estimation.	Yes
98	18.18.2.6 DISCOM Interface	140	1 The DISCOM user should be able to log in securely with email id + OTP.	1. How DISCOM users will get registered into this portal? Please explain registration process / workflow.	DISCOMs users would be added by CAQM Super Admin
99	18.18.2.10 Common Features in the Module	143	6 The user should be able to manage document templates (headers, footers, dynamic clauses) with versioning.	1. Which documents are referred here? Please share list and sample of all documents.	This refers to the template of the data submission forms.

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100	18.18.3.3 Form Builder	147		1. Kindly clarify whether the system should provide the capability for an Admin user to create and manage separate/distinct forms for the Web Portal and Mobile Application, or whether a single common form definition will be used across both platforms with responsive rendering. This clarification will help us accurately design the form engine, workflow structure, and UI/UX behavior for multi-channel access. We request confirmation.	The form builder should enable admin users to efficiently manage data aggregation and mobile application inspection forms. It should provide the capability to modify existing forms as well as create new forms under additional categories for data aggregation and inspection reports.
101	18.18.3.3 Form Builder	147	10. System should have export options in PDF, Excel, Image with controlled sharing with: Internal CAQM divisions and External stakeholders (CPCB, MoEFCC, NGOs). Users will be able to send email for sharing information.	1. Can you please elaborate on the process of on-boarding various External stakeholders (CPCB, MoEFCC, NGOs), how their users will be created in the system and what features/functionality they will have access to?	The super admin would have the right to create admin users for various external agencies, these admin users can then create their own users along with providing role based access to modules.
102	XIII. Complaints received by CAQM	163	Complaints received by CAQM	1. We request you to kindly provide the detailed step-by-step process workflow for Complaint Management, including the actions to be performed and ownership at each stage such as Received, Under Review, Forwarded, Resolved, and Closed. This will help in designing the workflow engine, notification triggers, role assignments, and SLA configurations accurately. Kindly share the detailed process flow.	To be finalized during SRS phase.
103	18.18.4 Document Management Module	167	It supports real-time editing, commenting, and approval processes, with automated notifications and escalation mechanisms tailored to CAQM's governance structure. Advanced search capabilities, including full-text and metadata-based filters, enable quick and precise document retrieval.	1. Could you please provide total number of users and their types for DMS? 2. With respect to the term "real-time editing", we request clarification on the expected functionality. Do you intend that users should be able to open, edit, and save uploaded documents directly within the platform interface (similar to online collaborative editing), or is the expectation limited to file replacement / version upload functionality? 3. If real-time / online editing is required then kindly specify the types and formats of documents for which real-time / online editing is expected (e.g., PDF, DOC/DOCX, XLS/XLSX, image files, scanned files, etc.) and whether features such as track changes, multi-user collaborative editing, version history, and approval workflow are required. Please clarify.	Refer to S. No. 48 of this document.

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104	18.18.4 Document Management Module	167	b. OCR for scanned documents with customizable language and field mapping.	1. We assume that OCR services will be procured and provided by CAQM. Kindly confirm. 2. Kindly clarify the languages in which the PAVAN platform is expected to perform OCR (Optical Character Recognition) for scanned documents. Please specify whether OCR capability is required only for English, or for multiple Indian regional languages (e.g., Hindi, Punjabi, Urdu, Bengali, etc.), along with any priority sequence or expected accuracy benchmarks. This information is essential for selecting the appropriate OCR engine, training datasets, language model support, and performance tuning. Kindly confirm the required OCR language scope.	Please refer to S. No. 54 of this document
105	18.18.4 Document Management Module	167	a. Full-text search across document content.	1. We request you to kindly provide the list of languages (English, Hindi, Punjabi, Urdu, Bengali, etc.) in which full-text search capability is expected to be supported across document content within the PAVAN platform.	Please refer to S. No. 54 of this document
106	General		SMS Gateway	1. We understand that the SMS Gateway service required for notifications, alerts, ticketing updates, and communication workflows will be provisioned and managed by CAQM, and the System Integrator will only be responsible for integration. Kindly confirm. 2. In the event that the SMS Gateway is to be procured and provisioned by the SI, we request confirmation of the expected monthly SMS volume (transactional and OTP-based), peak load requirements, and estimated growth projections, so that appropriate commercial provisioning can be factored into our financial bid.	Please refer to S. No. 68 of this document
107	General		Security Audit	1. Is SI responsible to get Security Audit Certificate from CERT-In empanelled agency? 2. Who will bear the cost of Security Audit? 3. If SI needs to bear the cost of Security Audit then please let us know total how many Security Audits (during entire project duration) should bidder consider into their commercial bid?	The System Integrator (SI) shall obtain the Security Audit Certificate from a CERT-IN empaneled agency. One security audit must be conducted prior to Go-Live, followed by an audit six months after Go-Live, and subsequently one audit annually. In total, the SI is required to perform four security audits during the project lifecycle.
108	General		GIGW Compliance Certificate	1. Is SI responsible to get GIGW Compliance Certificate from STQC for the CAQM Website? 2. Who will bear the cost of STQC Audit? 3. If SI needs to bear the cost of STQC Audit then please let us know total how many STQC Audits (during entire project duration) should bidder consider into their commercial bid?	The System Integrator shall obtain GIGW Compliance Certification from STQC for the CAQM website. Audit must be conducted prior to Go-Live,

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109	General		Users	<p>1. We request you to kindly share the expected number of users categorized by each user type / role who will be accessing the PAVAN platform (e.g., CAQM officials, SPCB officials, enforcement teams, industry users, dashboards viewers, analysts, etc.).</p> <p>2. Additionally, please confirm the maximum number of concurrent users anticipated during peak load conditions, as this information is essential for accurate system sizing, performance planning, and infrastructure capacity estimation.</p>	<p>The estimated number of current users for the PAVAN is approximately 400, with around 40 concurrent users. These figures are indicative and subject to change.</p> <p>This information is provided for reference only and does not influence the System Integrator's bid.</p>
110	General		Language	<p>1. We understand that the PAVAN Portal user interface and associated modules are expected to be presented in the English language only, and that all data entry, reporting, and documentation within the system will be maintained exclusively in English. We request confirmation that no multilingual content requirements (such as Hindi or regional languages) are envisaged under the current scope. Please confirm or correct us.</p>	<p>Yes the platform would only be in English.</p>
111	General		Submission Date	<p>1. We request that a minimum period of THREE WEEKS be provided to all bidders for preparation and submission of bids after the release of responses to pre-bid queries / corrigendum. This additional time will ensure thorough understanding of the finalized requirements and enable submission of a comprehensive and competitive proposal aligned with the objectives of the project. Please consider.</p>	<p>As per RFP</p>

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112	4.13 Pre-Qualification Criteria	Page No-26	<p>The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹ 12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each 	<p>Being MSME registered Enterprise ,we request for the some exemption in Experience So request to modify this clause as : The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last Five Years financial years (FY 2020-21,FY 2021-22,FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria:</p> <ul style="list-style-type: none"> • One project not less than the amount ₹ 8 Crore; Or • Two projects not less than the amount ₹ 6 Crore each; Or • Three projects not less than the amount ₹ 5 Crore each 	As per RFP
113	4.15 Technical Evaluation Criteria	Page No-27	<p>Financial Capacity/Turnover The bidder should have an average annual turnover* in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25) *The turnover should be from ICT/software application development & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS). NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>An average annual turnover of</p> <ul style="list-style-type: none"> • 50 Cr. to 60 Cr. = 2.5 marks • >60 Cr. to 70 Cr = 5 Marks • >70 to 80 Cr = 8 Marks • Above 80 Cr. = 10 marks 	<p>Being MSME registered Enterprise ,we also request for the some exemption in terms of Financial Capacity/Turnover So request to modify this clause as : The bidder should have an average annual turnover* in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25) *The turnover should be from ICT/software application development & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS). NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.</p> <p>An average annual turnover of</p> <ul style="list-style-type: none"> • 50 Cr. to 55 Cr. =2.5 marks • >55 Cr. to 60 Cr = 5 Marks • >60 to 65 Cr = 8 Marks • Above 65 Cr. = 10 marks 	Refer to S. No. 2 of this document.

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114	4.18	31	The technical and financial scores secured by each bidder will be added to compute a composite Bid Score. The technical and financial scores secured by each bidder will be added using weightage of 60% (Technical) and 40% (Financial) respectively to compute a Composite Bid Score. $B_n = 0.60 * T_n + 0.40 * F_n$	<p>We request a review of the QCBS formula (60% Technical, 40% Financial) for computing the composite bid score ($B_n = 0.60 * T_n + 0.40 * F_n$). Considering the project's complexity, we propose increasing the technical weightage to 70:30 or 80:20.</p> <p>This will better highlight technical expertise, reduce risks, and promote quality and innovation while keeping cost in view. Such ratios align with best practices in government IT procurements and ensure selection of capable bidders for successful delivery.</p>	As per RFP
115	5.1.4	34	IT Infrastructure Readiness	Could you please provide detailed specifications and compliance requirements for the cloud IT infrastructure that CAQM will provide for production? This information will help the System Integrator plan the solution design accordingly.	IT Infrastructure will be finalised in discussion with successful bidder.
116	5.2.3	41	Data Aggregations	<ol style="list-style-type: none"> 1. How many data sources that needs to be connected to create the single source of truth? 2. How many of the Data sources are structured and unstructured which needs to be onboarded? 3. Are there any existing ETL tool that can be leveraged for this activity? 4. What is the volume of data that needs to be aggregated on daily basis and incremental? 5. Any historical data that needs to be migrated as part of the project? 	<p>CAQM currently collects the data from various state/central agencies via email, the same will now be aggregated using PAVAN platform.</p> <p>Historical data for the last 4 years will be provided in digital format for migration.</p>
117	5.2.5	42	Document Management System	<ol style="list-style-type: none"> 1. Could you please confirm if there are any preferred technologies or platforms for the DMS that we should consider, or is the choice left to the bidder? 2. Regarding the integration with other modules (inspection, ETF, data aggregation), could you provide more details on the expected methods or standards for integration (e.g., API specifications, data formats)? 3. Are there any specific document retention periods or compliance requirements that the DMS must adhere to? 	<ol style="list-style-type: none"> 1. The DMS platform will be finalised by CAQM as per the suggestion of the SI 2. To be proposed by the SI during SRS phase based on the latest industry standard 3. As per requirement of CAQM per guidelines

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118	5.2.6	42	MIS and Dashboard	<p>We request to seek following information about proposed MIS & Analytics dashboard</p> <ol style="list-style-type: none"> 1. Expected number and types of reports (process wise, role wise etc.) to be generated. 2. Expected no. of MIS report, Decision making dashboards and Analytical dashboard details 3. Kindly provide the clarity on the refresh frequencies of all analytical reports/Dashboards (Like: Weekly, monthly, Quarterly and Yearly) 4. Tentative no. of expected interactive dashboards for internal users as well as external users respectively. 5. For implementing the real-time analytical dashboards / MIS reports, which analytics tools & visualization tools would you recommend, and should we consider an on-premise, cloud-based solution or Opensource? 	SI to propose during the SRS phase based on their requirement gathering and the project documentation provided.
119	5.2.8	43	During the development phase, the SI shall submit a comprehensive list of proposed AI/ML/GIS use cases along with the System Requirements Specification (SRS) documents	<ol style="list-style-type: none"> 1. We request to department, Could you please confirm if the department already has a set of ready-to-use use cases that the System Integrator (SI) will implement directly, or will the use cases be finalized collaboratively between the SI and the department during the discussion phase? 2. Is there a preferred format or template for submitting the AI/ML/GIS use cases and the SRS documents? 3. Are there particular AI/ML/GIS technologies or frameworks that are preferred or recommended? 	SI to propose the use cases which would be further analysed and approved by CAQM as per its requirements.
120	5.2.9	45	Automated Alerts and Ticketing System: Generation of real-time alerts upon detection of threshold breaches, anomalies, or non-compliance, coupled with a built-in ticketing mechanism to assign, track, and escalate corrective actions to relevant authorities.	<ol style="list-style-type: none"> 1. Could you elaborate on the preferred features or workflows for the ticketing mechanism, including escalation protocols? 2. What are the threshold criteria for triggering real-time alerts? 	SI to propose in SRS document
121	5.2.9 point 6 d)	47	Establishing secure integration frameworks with CPCB, IMD, ISRO, VAHAN, SPCBs, DPCC, and other relevant agencies.	<ol style="list-style-type: none"> 1. Who will be responsible for providing access to data from these stakeholders? 2. From which platforms or sources can the data from these stakeholders be accessed? 3. Could you please specify the expected data formats—whether structured, unstructured, or both—that need to be accommodated? 	CAQM will facilitate the SI in getting access to all external API's


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122	8.2.iv	53	These changes shall only be considered for approval once the Change Request hours allocated for the Operations & Maintenance (O&M) phase have been fully utilized. For example, if the Bidder has proposed five person-months in the resource plan for a given month during the O&M phase, the Bidder must ensure that any additional effort beyond this allocation to these or any other resources is only raised as a billable Change Request. Such requests must clearly justify the need for extra effort beyond the agreed monthly resource plan.	1. Are there any specific templates or documentation required to justify additional effort beyond the agreed resource plan? 2. Is there any mechanism to reallocate or adjust unused resource hours within the monthly allocation before additional Change Requests are raised? 3. What is the expected turnaround time for Change Request approval decisions?	Refer to Clause 8 of the RFP
123		9 55	Indicative profile —but scope of web portal and mobile app is more, so how can we finalised the list of resource?	Based on our understanding of the SOW, there is a greater emphasis on the development of the web portal and mobile application. Therefore, we recommend including additional profiles for Mobile App Developers and Web Developers to effectively meet these requirements	Profiles given are indicative only, SI may propose the profiles and quantity based upon their understanding
124	C) Performance	64	Time to Resolve: - Medium severity level incident/issue - Low severity level incident/issue For severity Medium – To be resolved within 12 hours of problem being reported Severity Low - To be resolved within 24 hours of being reported	SI suggested to department to change the severity resolution timeline: For High priority issues: SI will complete with in 8 working hours for Medium priority issues: SI will be complete with in 16 working hours for Low Priority issue: SI will be solve within 24 working hours	Refer to S. No. 47 of this document.
125	11.6.i	64	The SI shall utilize adequate monitoring tools for capturing data required for measuring SLAs at no extra cost to CAQM. The tools shall have the capability such that the CAQM representative can log in anytime, without the involvement of SI, to see the status.	Please clarify if the Service Integrator (SI) is fully responsible for providing, implementing, and maintaining the monitoring tools for SLA measurement at no extra cost, or if CAQM will supply any part of this infrastructure. Also, kindly specify the expected features and access protocols allowing CAQM representatives to independently access and monitor SLA status without SI involvement.	As per RFP
126	13.1	65	UAT Process	Will SI be expected to support UAT/Staging cloud environments?	Yes
127	Point 8, Clause 11	65	Maximum Penalty to SI for the SLA: The maximum penalty at any point of time on an additive basis in any quarter shall not exceed 10% of contract value due as per the Commercial Bid submitted by the SI. If during the contract period, the penalty exceeds 10% of contract value CAQM reserves the right to terminate the contract.	Please clarify the clause limiting quarterly penalties to 10% of contract value, with termination possible if exceeded. Considering project complexity, we request a phased penalty approach or a grace period before termination to allow corrective measures. This ensures fair risk management without compromising quality.	As per RFP

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128	15.1	68	The Intellectual Property Rights (IPR) of all software code, data, algorithms, documentation, manuals, digitized documents etc. generated as a part of implementation and O&M of this project shall solely vest with the Department. The Service Provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of entire applications along with necessary documentations developed under this RFP / Contract should be shared with CAQM after Go-live of the application.	We would like to clarify the clause stating that all intellectual property rights (software code, data, algorithms, and documents) belong only to the Department, and that the Service Provider cannot use or share them. Since the Service Provider develops and maintains this software, we request permission for limited rights to use the code for future support and improvements. This will help ensure smooth ongoing maintenance without affecting the Department's ownership.	As per RFP
129	18.18.1.6 - 29	111	Diesel Generator inspection – Uploaded files should be in JPEG, JPG, PNG, or PDF format and not exceed 5 MB.	Could you please confirm if the 5 MB size limit applies to each file, each upload, or the total attachments per inspection?	The 5 MB size (indicative) limit applies to each file.
130	18.18.1.9	123	Stubble Burning Inspection Flow - Satellite Image	1. Will CAQM provide API access credentials to ISRO for retrieving satellite image data? 2. Are there any specific protocols or security requirements for accessing these APIs? 3. Could you please confirm the frequency and volume of data expected to be accessed through these APIs?	Please refer to S. No. 121 of this document.
131	18.18.1.11	131	Offline Functionality – offline mode, secure local storage using SQLite or Room DB, auto-sync on reconnect.	1. Confirm how long offline data may be retained on the device and whether the local storage must be encrypted at rest. 2. Upload offline Inspection Documents (image/video etc) - Clarify required maximum size limit per file or per offline inspection	1. The data must be retained for atleast 14 days and must be stored in a encrypted manner. However, once the data is uploaded to the cloud, the offline data must be removed from the device. 2. The size is 5Mb
132			Other	kindly request the department to extend the proposal submission deadline by up to three weeks. This additional time will enable us to prepare a comprehensive and thorough response.	As per RFP
133	4.13 Pre-Qualification Criteria	23	b) Power of Attorney (PoA) on Non-Judicial stamp paper of Min Value of Rs. 100/- as per Annexure XVI of this RFP.	Can we submit the Board resolution as PoA in place of stamp paper as per advised Annexure XVI	Yes
134	4.13 Pre-Qualification Criteria	24	The bidder should have an average annual turnover* of at least INR 50 Crores in the last 3 audited financial years. (i.e. FY 2022-23, 2023-24 and 2024-25) *The turnover should be from ICT/software application development & implementation, System Integration services, ICT infrastructure services i.e., managing physical/ cloud infrastructure and related services only (excluding COTS).	Request you to kindly consider Turnover from IT/ITES Implementation services/ Software Development Services (excluding the Hardware etc. which can be picked up from CGCA RFP)	Refer to S. No. 2 of this document

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135		26	The Bidder should have experience of successfully undertaking Go-Live/ completed project/Ongoing Project of similar services for development, implementation, end to end management & maintenance of a web application /web portal / mobile application over the last three financial years (FY 2022-23, 2023-24 and 2024-25) (Starting from 1st April 2022) implemented organizations in India, excluding the cost towards procurement of hardware, network, and infrastructure items meeting following criteria: • One project not less than the amount ₹12 Crore; Or • Two projects not less than the amount ₹ 7.5 Crore each; Or • Three projects not less than the amount ₹ 6 Crore each	We request you to kindly reduce the project value from 6 Cr. To 3 Cr. Also, request you to include Private companies & International companies.	Refer to S. No. 6 of this document
136	Factsheet	12	Consortium / Subcontracting not Allowed	We request you for Consortium to be allowed for providing specialised skillsets/ competence such as ICCC subject to approval of CAQM/ concerned authorities.	Refer to S.No 4 of this document
137			The bidder must have experience in designing, developing, and deploying dashboards, data exchange interfaces, real-time monitoring applications, and integrating third-party systems (such as IT portals, sensors, GIS, etc.) for Integrated Command and Control Centers (ICCC) in government or public sector projects.	We request you to kindly modify experience as ICCC/ Analytics COE/ Fusion Centre/ Command and Control Centre (SOC/ NOC) instead of Only ICCC experience.	Please refer to S. No. 3 of this document
138	5.2.5 & 5.2.7 – Scope	42-44	Integration requirement mentions: AI/ML, Emerging Tech, and 3rd-party systems (GIS, sensors, CCTV, enforcement systems).	Request clarity whether: 1) CAQM will provide API specifications & access approvals, and 2) Whether licensing costs (GIS engine, BI platforms) are in SI scope or provided by CAQM/government ecosystem partners.	Refer to S.No 67 of this document
139	Section 5.1 – Infra Provisioning	32	CAQM/NIC will provision cloud infra based on bidder recommendations	Kindly confirm whether hosting will be on NIC Cloud or a MeitY Empaneled Cloud provider, and whether separate environments (DEV, UAT, Production, DR) will be provisioned by CAQM.	Hosting will be on NIC Cloud or a MeitY Empaneled Cloud provider. CAQM would provision UAT and Production environments and the Dev environment would be brought in by the SI at their own cost.
140	Section 5.2.1 – Offline Capability	33	Offline capability and sync on availability of connectivity.	Request clarity on the expected sync model: (a) automatic background sync, (b) user-initiated sync, or (c) scheduled interval-based sync.	Automatic sync whenever the mobile is connected to the internet.
141	Section 5.2.1 – Aadhaar-based eSign	33	Aadhaar-based digital signature	Kindly confirm whether eSign 2.0 integration is mandatory, and if CAQM/NIC will facilitate access to an approved eSign service provider or bidder should provision license and integration.	Refer to S.No 67 of this document
142	Section 5.2.1 – Dynamic Form Builder	33	Configurable forms with conditional rules and validations.	Request confirmation whether form versioning is required so that already submitted forms remain tagged to previous versions after modification.	Yes

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143	Section 5.2.2 – Integration with External Systems	34	System must integrate with external platforms via APIs.	Request confirmation whether API documentation, data ownership responsibility, and testing environment access will be provided by CAQM or respective external agencies.	Refer to S.No 67 of this document
144	Section 5.2.9 – Website Redesign	37	Website to be compliant with GIGW, accessibility, and global content standards.	Request clarity whether the bidder is free to propose any CMS framework (Drupal / Headless CMS / WordPress) or whether Drupal is preferred given Government adoption standards.	SI to propose the best possible modern, secure , scalable and robust framework which can be integrated with PAVAN platform or any other required applications.
145	Section 5.2.9 – Website Search	37	Website shall support structured content publishing.	Kindly confirm whether advanced search features such as metadata tagging, multilingual indexing, OCR search, and content categorization are required.	Yes
146	Section 5.2.9 – ICCC	37	ICCC to display real-time compliance insights and violations mapped geographically.	Request confirmation whether GIS licenses/API platform (Mapbox, ESRI, NIC Map Service) will be provided by CAQM or procured by the bidder.	Refer to S.No 67 this document
147	Section 5 – Data Retention & Archival	32–37	Long-term data storage and auditability required.	Request clarity on the required data retention period (e.g., 5, 7, or 10 years) and archival standards (cold storage, multi-zone backup, object storage, or tape archival).	To be Decided by CAQM in consultation with the Successful bidder during the requirement gathering phase.
148	Section 5 – Data Migration	32–37	Reference to existing capabilities and enforcement data integration.	Kindly confirm whether data migration from existing CAQM systems is required, and if so, please share approximate dataset volume and format.	Yes required, Data of ~5 TB in digital format.
149	Section 5 – Cybersecurity Compliance	32–37	Must comply with Govt cyber security standards and policies.	Kindly confirm whether STQC / CERT-IN security audit / VAPT reports are mandatory prior to Go-Live and whether the bidder should include cost for statutory audits.	Refer to S.No 107 of this document .
150	Section 5.2.1–5.2.2 – Real-time Data Ingestion	33–34	RFP indicates integration with monitoring systems including real-time feeds.	Request confirmation whether real-time ingestion should support streaming protocols such as MQTT, Kafka	SI to propose the same on the basis of their understanding of the project in the proposal.
151	Section 5 – Analytics & AI Capability	32–37	RFP refers to AI-enabled data insights and predictive analytics.	Kindly confirm expected analytical scope: anomaly detection, AQI forecasting, GIS heatmaps, automated policy alerts, or AI-based violation scoring, and whether historical data will be provided for model training.	Yes
152	General	General	General	<p>While reviewing the NCR PAVAN RFP, we noticed that there are two different Annexures for financial turnover.</p> <p>Annexure IX: Annual Turnover and Annexure XIV: Financial Turnover and Positive Net Worth</p> <p>As per the PQ/TQ requirements, only Annexure IX has been mentioned for submission.</p> <p>We request your kind clarification on whether both Annexure IX and Annexure XIV need to be submitted, or if submitting Annexure IX alone is sufficient to meet the financial criteria.</p> <p>Please confirm.</p>	<p>Submission of Annexure IX would suffice.</p> <p style="text-align: right;"> अमित कुमार / Amit Kumar अवर सचिव / Under Secretary राष्ट्रीय वायुमय प्रदूषण नियंत्रण आयोग Commission for Air Quality Management in India भारत सरकार / Government of India 17वीं मंजिल, जवाहर व्यापार भवन (STC Bldg) 17th Floor, Jawahar Vyapar Bhawan (STC Bldg) नई दिल्ली-110001 / New Delhi </p>

153	Section 4.15, Point A ii)	29	Only projects with a value exceeding ₹3 crore, completed or operational for at least six months prior to the bid submission date, will be considered for evaluation.	Only projects with a value exceeding ₹3 crore, completed or declared go-live, will be considered for evaluation.	As per RFP
154	Section-Factsheet, Point 8	11	Consortium / Subcontracting- Not allowed	Consortium- Allowed Subcontracting- Not allowed	As per RFP
155	3.4.2	17	Bidders shall submit, along with their Proposals, an EMD of INR 30 lakhs, in the form of a demand draft OR Bankers Cheque OR bank guarantee OR an electronic Bank Guarantee under Structured Financial Messaging System (SFMS).	We request you to also consider EMD in the form of Insurance Surety Bond	EMD will be accepted in the form of Insurance Surety Bond
156	4.15	28	The bidder must have experience in designing, developing, and deploying dashboards, data exchange interfaces, real-time monitoring applications, and integrating third-party systems (such as IT portals, sensors, GIS, etc.) for Integrated Command and Control Centers (ICCC) in government or public sector projects.	We have implemented and integrated similar multiple ICCC in smart cities having deploying, dashboard, data exchange interfaces, real time monitoring applications. Will CAQM consider this experience? Please confirm.	Refer to S. No.3 of this document
157	9 (Indicative Resource profile)	55	Indicative Resource Profile	You have mentioned the resource skill sets, but not the number of resources. Please clarify the required number of each type of resource. Reason: This may create ambiguity among bidders, leading to a huge difference in the bidding cost during the financial bidding process.	Refer to S.No. 123 of this document.
158	10.1 (Change Management Strategy)	56	Change Management and User Training	Request you to specify the number of change requests expected in the O&M duration.	Change requests cannot be estimated at this stage.
159	12 (Liquidated damage)	65	If the bidder fails to deliver on a particular milestone/deliverable/activity mentioned as part of the RFP, on time and in full hence falling short on his delivery performance, the bidder shall be liable to pay liquidated damages @ upto 3% per week of the milestone/deliverable/activity to a ceiling of maximum 10% of the total contract value.	We request you make it @upto 1% per week of the milestone	As per RFP
160	14.1 (Phase wise Milestone & Payment)	67	Phase wise Milestones and Payment	In the current document, the vendor is receiving only 35% of the payment during the development phase, and the remaining amount is allocated for the O&M period. We request you to release at least 70% of the payment during the development phase and the remaining 30% during the O&M period. Reason: As this is a 3-year project, we need to ensure that the salaries of the resources are adequately covered.	As per RFP
161	Table 1 (Factsheet), 4.25.2	47, 137	The Earnest Money Deposit (EMD) is INR 30 Lakhs. The Performance Bank Guarantee (PBG) is 5% of the total contract value.	Could CAQM please confirm the Estimated Procurement Cost or the total expected contract value (Phase 1 + Phase 2) against which the INR 30 Lakh EMD was calculated, so that bidders may accurately budget the associated financial guarantees?	As per the standards published by relevant Government Departments

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162	14.1	287	The payment milestone for Approval of SRS (T+3 weeks) is set at 5% of the Total Project Cost.	Given the need for immediate mobilization, investment in specialized software configuration (DMS/Visualization), and resource deployment, may we request that the weightage of the initial SRS Approval milestone (5%) be reviewed and potentially increased to ensure sufficient cash flow for rapid Phase 1 commencement?	As per RFP
163	9, Note 1	238	Indicative Key resources defined in this RFP (Project Manager, Solution Architect, Data Engineer, Business Analyst, Mobile App Developer) shall be required to be physically deployed at the CAQM office.	Please provide a definitive clarification specifying which of the defined Key Resources must be guaranteed for full-time physical deployment at the CAQM premises throughout the 6-month development phase (Phase 1) and the 30-month O&M phase (Phase 2)?	The project management team, along with key resources of the successful bidder, shall maintain a physical presence at CAQM premises. This includes one helpdesk resource and two ICCC resources stationed at all times. These numbers are indicative and may be revised at CAQM's discretion during the implementation phase based on project requirements.
164	7.1, 3.1.2	220, 303	The PAVAN SRS Submission is due at T+3 weeks, and CAQM shall provide timely approval of design documents.	To mitigate timeline risks for subsequent milestones (like the T+2 month Production Environment Setup), what is the maximum committed Service Level Agreement (SLA) in working days for CAQM's internal review and final approval/sign-off of the submitted Software Requirements Specification (SRS)?	CAQM will endeavor to review and approve the milestones at the earliest possible time to ensure timely progress of the project.
165	13.1.2, 7.2	66, 224	Go-Live UAT involves final validation, and the acceptance criteria is UAT completion with sign-off from CAQM users. The deadline is T+4 months.	Considering the UAT phase directly impacts the Go-Live deadline (T+5 months), can CAQM confirm the maximum time frame (SLA in business days) allocated for CAQM and relevant internal/external stakeholders (e.g., SPCB/DPCC users) to perform the testing, refinement, and provide formal UAT sign-off?	Refer to S. No. 164 of this document.
166	8.3.f, 5.2.9.4	230, 208	API integration with existing systems (e.g., CPCB, IMD, ISRO, VAHAN) is listed as a Non-Billable Change.	If the external agencies provide undocumented, incomplete, or dynamically changing APIs after the initial SRS scope is approved, leading to substantial, unforeseen effort to complete the required integration frameworks, can such effort be raised as a billable Change Request, especially if the required effort exceeds the Phase 2 O&M man-month allocation?	Refer to Clause 8 of the RFP
167	5.2.3.1	171	The PAVAN system is designed to replace manual, email-driven Excel submissions.	Does the scope include the mandatory one-time effort for migration, cleansing, and ingestion of existing historical data previously submitted via the legacy email-based Excel templates into the PAVAN data warehouse for analytical purposes? If so, what is the required historical time range (e.g., 3 years, 5 years) and estimated total data volume?	Refer to S. No. 116 of this RFP
168	10.2.1, Table 8	250	Role-based training is mandated during Phase 1.C for internal stakeholders (CAQM, CPCB) and external stakeholders (SPCBs, DPCC, Flying Squads).	To accurately scope the training resource plan and logistical requirements (T+5 months), could CAQM please provide the estimated minimum headcount of unique participants expected across the key internal and external stakeholder groups requiring formal training sessions?	Refer to S. No. 10 of this document

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169	5.2.7.2	186	The SI must detail AI/ML use cases and data requirements in the SRS document. Indicative uses include Air Quality Forecasting and Hotspot Identification.	Could CAQM confirm the guaranteed availability, standardization status, and time span (e.g., minimum 5 years of contiguous data) of the historical training datasets (e.g., AQI, satellite, weather data) required for the SI to successfully develop and validate the indicative AI/ML models in Phase 1?	Data from various agencies may have historical records with differing timelines. The SI must analyze the available data and develop AI/ML models accordingly.
170	18.18.4, 5.2.5	165, 42	The DMS module must feature metadata tagging and document retention policies. CAQM should define metadata templates.	Please provide the detailed, mandatory list of metadata fields and the required classification taxonomy (e.g., Document Type, Retention Period, DG Set ID, EC Amount) that must be configured and applied to documents uploaded in the DMS to satisfy CAQM's audit and governance requirements?	To be finalized by CAQM after consultation with the successful bidder.
171	15.5.1	296	The SI shall provide a systematic exit plan and conduct knowledge transfer (KT) to CAQM technical team at least three months before project closure.	Could CAQM define the minimum duration (in man-hours) and the required technical deliverables (e.g., source code walkthroughs, database management documentation, security configuration handover) mandated for the knowledge transfer process to ensure successful capacity building of the CAQM IT team?	The SI is required to submit an exit management plan that comprehensively addresses all aspects of handover and capacity building, subject to approval by CAQM.
172	5.2.9.4	208	The ICCC requires establishing secure integration frameworks with numerous external platforms (CPCB, IMD, ISRO, VAHAN, SPCBs, DPCC).	To facilitate efficient integration work and issue resolution during Phase 1 (Development & Integration), will CAQM formally designate a single point of contact (SPOC) or Nodal Officer responsible for coordinating access, documentation, and technical liaison with all these diverse external agencies?	Yes, CAQM will provide a SPOC or Nodal Officer for the said responsibilities.
173	8.3.a, 8.3.j	230, 231	Non-Billable Changes include "Modifications to existing functionalities" and "Modifications or enhancements in existing modules/services".	To avoid disputes during Phase 2, what is the clear quantitative threshold or metric (e.g., hours of effort, complexity of requirement, type of technical solution) that distinguishes a non-billable technical modification/fix (O&M effort) from a significant, billable Change Request that demonstrably exceeds the agreed-upon scope of continuous improvement?	Refer to Clause 8 of the RFP
174	16.3, 5.2.2.2	304, 165	The Compliance Workflow provides a limited-scope dashboard accessible by external Proponents (industry) via a temporary secure login link.	Does the Phase 2 (O&M) scope mandate that the SI's helpdesk resources provide Level 1 technical support (e.g., login, browser, document upload troubleshooting) directly to these external Proponent users who access the limited portal interface?	Yes

175	15.4.1, Note 3	294, 290	The total contract duration is 3 years (6 months development + 30 months O&M). Phase 2 (O&M) commences <i>only</i> after Phase 1 completion and runs for a duration of 30 months.	If Phase 1 completion (Design, Development & Rollout) extends beyond the mandated 6 months due to reasons outside the SI's control, will the contract automatically extend beyond the 3-year overall period to ensure the guaranteed 30 months of Operation & Maintenance are delivered?	As per RFP
176	7.1, 5.1.4	50, 35	SI furnishes detailed IT infrastructure requirements within the System Design Document. Production Environment Setup (CAQM responsibility) is due at T+2 months.	Given the tight timeline for Production Environment Setup (T+2 months), what is the maximum permissible duration (in working days) guaranteed for CAQM to review, approve, procure, and provide readiness confirmation for the IT infrastructure <i>after</i> the SI submits the detailed System Design Document ?	Please refer to S. No. 164 of this document
177	5.2.3, Table 5	39-41	The PAVAN system must replace manual, email-driven Excel submissions for data aggregation across 13 sectors (e.g., Stubble Burning, MSW, Vehicular Pollution).	Does the scope include the mandatory one-time migration, cleansing, and ingestion of historical data previously submitted by stakeholders via legacy Excel formats into the PAVAN data warehouse? If yes, what is the required historical time range (e.g., 3 years, 5 years) and estimated total data volume ?	Yes, data from various agencies may have historical records with differing time ranges. Refer to S. No. 148 of this document.
178	5.2.1, 5.2.4	36, 41	The Flying Squad Mobile Application relies on the Unified Form Builder (Section 5.2.4) to manage inspection forms for five core categories (DG Set, C&D, Industrial, Stubble Burning, Dust from Roads).	Does the Phase 1 scope include designing and configuring the specific <i>variations</i> of each core inspection form required for the different State Pollution Control Boards (SPCBs) and DPCC, or is the SI responsible only for the overarching template structures manageable by the Form Builder?	For each inspection category, the form templates will be predefined by CAQM. However, the platform must provide flexibility to modify existing forms and enable the addition of new categories along with their respective templates
179	5.2.9.4, 8.3.f	46, 53	ICCC requires integration frameworks with CPCB, IMD, ISRO, VAHAN, etc., via secure APIs. API integration is listed as a Non-Billable Change.	Will CAQM provide the current API documentation, connectivity details, and dedicated technical liaisons from each required external agency (CPCB, IMD, ISRO, VAHAN, etc.) during the SRS phase (T+3 weeks), or must the SI budget time and effort for potentially complex discovery and negotiation with these external entities?	Refer to S. No. 67 of this document.
180	5.2.7.2, 5.2.7	43	The SI must submit a comprehensive list of proposed AI/ML use cases along with the SRS documents, including data requirements.	If the historical training data (e.g., time-series AQI data, validated violation records) required for developing and integrating the indicative AI/ML models (e.g., Air Quality Forecasting, Hotspot Identification) is found to be incomplete or of insufficient quality during the SRS phase, will this be treated as a change event impacting Phase 1 timeline or cost ?	Refer to S. No. 169 of this document.
181	18.18.4, 5.2.5	165, 42	The DMS module must feature version control, metadata tagging, and support CAQM-defined metadata templates (e.g., DG Set ID, EC Amount, GRAP Stage).	How many distinct, mandatory metadata schemas or templates (e.g., Inspection Reports, Enforcement Letters, Internal Circulars) must the SI design and configure for the DMS module during Phase 1 (Development & Rollout) to meet the initial go-live functionality criteria ?	The SI is required to assess and estimate the same during the requirement gathering phase based on the project documents and details provided.

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182	7.1, 13.1.2	50, 66	UAT completion is a major Phase 1 milestone (T+4 months), which is required to achieve Go-Live (T+5 months), and requires sign-off from CAQM users.	Since UAT completion is a high-impact, time-sensitive milestone, what is the maximum guaranteed time limit (SLA in business days) allocated for CAQM and key stakeholders (SPCBs/DPCC) to perform the final review, complete testing, and provide formal sign-off on UAT reports, thus preventing delays to the Go-Live date?	Please refer to S. No. 164 of this document
183	15.4.1, 15.5.1	69	The contract duration is 3 years (6 months development + 30 months O&M). The Phase 2 (O&M) period commences immediately upon successful Go-Live of the portal.	If Phase 1 is delayed by 'X' months (for reasons attributable to the SI, with no additional payment), will the overall contract duration remain fixed at 3 years, resulting in the O&M phase being reduced to (30 - X) months, or does the 30-month O&M period represent a fixed service commitment that begins only after Phase 1 approval, extending the total contract duration beyond 3 years?	Refer to S. No. 175 of this document.
184	9, Note 1	55	Indicative Key resources (Project Manager, Solution Architect, Data Engineer, Business Analyst, Mobile App Developer) defined in this RFP shall be required to be physically deployed at CAQM office.	What is the definitive minimum number or count of the key resources (as listed in Table 9) that are required for full-time physical deployment at the CAQM office during the 6-month development phase (Phase 1), and throughout the O&M phase (Phase 2)?	Refer to S. No. 163 of this document.
185	5.2.8, 18.18.7	44, 172	The website revamp must ensure full compliance with WCAG 2.1, DBIM (Digital Branding and Identity Management), and GIGW 3.0 standards.	Does the SI's responsibility for compliance include designing or writing the new policies, legal disclaimers, accessibility statements, and content categorization architecture required to pass the GIGW/DBIM compliance audit , or is CAQM entirely responsible for providing all finalized, compliant text and documents?	CAQM would provide all content required for the website.
186	8.3.a, 8.3.j	53	Non-Billable changes include: "Modifications to existing functionalities" and "Modifications or enhancements in existing modules/services."	Please define the specific quantitative or qualitative criteria that distinguishes a minor, non-billable "Modification to existing functionality" (O&M effort) from a significant, billable "Change Request" that is outside the original agreed Scope of Work?	Refer to Clause 8 of the RFP
187	18.18.1.11, 5.2.1	131, 36	The Mobile App requires local data encryption and security measures in accordance with CERT-IN standards and must store unsynced data securely in local memory.	Does compliance with CERT-IN security requirements for securing locally stored, sensitive offline data (inspection reports, geo-tags, evidence) mandate the implementation of Mobile Device Management (MDM) integration or Remote Data Wipe capabilities for lost or compromised devices during Phase 1 Go-Live?	As per the CERT-IN security guidelines
188	10.2.1, Table 8	57, 52	Role-based training is mandated, covering internal stakeholders (CAQM, CPCB, DPCC) and external stakeholders (SPCBs, Flying Squads). Training completion is a Phase 1 deliverable.	To accurately scope the training resources and logistics (T+5 months), can CAQM provide the estimated minimum headcount of unique users across the four key stakeholder categories (CAQM Users, CPCB Users, SPCB/DPCC Users, and Flying Squad Members) requiring formal training?	Refer to S. No. 10 of this document

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189	5.2.9.5.c	46	ICCC requires Multi-Monitor Visualization of live feeds, analytics, and spatial data across multiple large displays for continuous situational awareness.	Is the SI required to develop or procure specialized display wall management software necessary for dynamically scaling, splitting, and managing the PAVAN ICCC visualizations across the CAQM-provided multi-monitor/display matrix? (Risk: Clarifying the boundary of software visualization environment vs. ICCC application layer).	The ICCC infrastructure will be provisioned by CAQM.
190	14.1, Note 1	67, 68	The payment schedule is milestone-based, with 5% payment due upon Approval of SRS (T+3 weeks).. CAQM shall provide timely approval of design documents.	Given the high value and early timeline associated with SRS approval, what is the contractual maximum number of review cycles (submissions by SI vs. review comments by CAQM) permitted for the SRS document, and what is the SLA (in business days) for CAQM to provide consolidated feedback on each subsequent iteration?	Refer to S. No. 164 of this document.
191	9, Indicative Resource Profile	55	Data Engineer (ETL / Warehousing): B.Tech./ M.Tech./MCA At least 2 large IT transformation or e-Governance projects At least 08 years of total experience Strong experience in ETL tools Hands-on with Data Warehousing platforms Proficiency in SQL and one programming language Knowledge of data modeling and performance tuning Familiarity with workflow orchestration tools	We request authority to allow B.E. as option to B.Tech as B.E. (Bachelor of Engineering) and B.Tech. (Bachelor of Technology) are widely recognized in India as equivalent graduate engineering degrees. Also, with rapid evolution of data engineering, ETL ecosystems, and cloud-based data warehousing, 6 years of focused, hands-on experience in ETL, SQL, orchestration tools, and data modeling is typically sufficient for mastering the required skill set. hence, we request authority to amend the clause as below: Data Engineer (ETL / Warehousing): B.Tech./ B.E./ M.Tech./MCA At least 2 large IT transformation or e-Governance projects At least 08 06 years of total experience Strong experience in ETL tools Hands-on with Data Warehousing platforms Proficiency in SQL and one programming language Knowledge of data modeling and performance tuning Familiarity with workflow orchestration tools	Profiles are indicative in nature, the SI is expected to bring in the best possible profiles


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