Corrigendum

Bid No.: GEM/2025/B/6342458 dated 15.7.2025.

With reference to the above Bid No, the following amendment is being issued:-

S. No.	Tender Clause No.	Page No.	Existing Clause	To be Read As
1.	2.3.6	22	2.3.6 The following categories are exempted from furnishing EMD: a. .... b. .... c. .... **d. New para**	2.3.6 The following categories are exempted from furnishing EMD: a. .... b. .... c. .... **d. Bidders having an annual turnover of ₹500 Crore or more in at least one of the last three completed financial years.**
2.	4. Pre-Qualification/ Eligibility Criteria	38	**New Para**	**If the bidder is a demerged entity, the experience and credentials of its original/parent entity may be considered for meeting the eligibility criteria of this RFP, in accordance with the rules of the Department of Expenditure. Such consideration shall be subject to submission of satisfactory documentary evidence. Only the credentials and experience acquired prior to the date of demerger shall be deemed valid, and such reliance shall be permitted for a period of up to five (5) years from the date of incorporation of the demerged entity.**
3.	5.2.1. Bidder's Experience S.No. (a) to (f) under column Documentary evidence	40 - 44	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	**Details of the assignments as per Form 8 with:** **Work Order +** Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client OR **Work Order (with client details masked to maintain confidentiality) enclosing the scope of work, project value,**

S. No.	Tender Clause No.	Page No.	Existing Clause	To be Read As
				and project tenure – duly certified by the Statutory Auditor (With valid CA Registration Number and Seal & UDIN)).
4.	3.3.1 (i) Technical Bid Evaluation	29	St = (Technical Score of Bidder under consideration)/(Technical Score of bidder with highe score)*100	St = (Technical Score of Bidder under consideration)/ (Technical Score of bidder with **highest** score) *100
5.	11.5. Obligations Under the SLA	221	11.5.1. The Terms and Conditions for SLA shall be enforceable concurrently with this Agreement between TRAI and the SP and in relation to any future SLA entered into between the Parties; the SP shall observe and perform the obligations set out herein. Change of Control a. In the event of a change of control of the SP during the Term of this Agreement, the SP shall promptly notify TRAI and its nominated agencies of the same in the format set out as Annexure VII appended to the RFP. b. In the event that the net worth of the surviving entity is less than that of the SP prior to the change of control, TRAI may, within thirty (30) days of becoming aware of such change in control, demand a replacement of existing Performance Bank Guarantee for the obligations of the SP from a guarantor acceptable to TRAI (which may not be SP or any of its associated entities). c. If such Performance Bank Guarantee is not furnished within thirty (30) days of TRAI's demand, TRAI may terminate the SLA and/ or this Agreement by giving fifteen (15) days' further written notice to the SP. d. Pursuant to such termination, the effects of termination as set out in Clause 11.19 of this Agreement shall follow. For the avoidance of doubt, it is expressly clarified that the internal reorganization of the SP shall not be deemed an event of a change of control for purposes of this Clause unless the surviving entity is of less net worth than the predecessor entity. 11.5.2. Final Testing and Certification The Project shall be governed by the mechanism of final acceptance testing and certification to be put into place by TRAI and SP as under:	11.5.1. The Terms and Conditions for SLA shall be enforceable concurrently with this Agreement between TRAI and the SP and in relation to any future SLA entered into between the Parties; the SP shall observe and perform the obligations set out herein. **11.5.2. Change of Control** a. In the event of a change of control of the SP during the Term of this Agreement, the SP shall promptly notify TRAI and its nominated agencies of the same in the format set out as Annexure VII appended to the RFP. b. In the event that the net worth of the surviving entity is less than that of the SP prior to the change of control, TRAI may, within thirty (30) days of becoming aware of such change in control, demand a replacement of existing Performance Bank Guarantee for the obligations of the SP from a guarantor acceptable to TRAI (which may not be SP or any of its associated entities). c. If such Performance Bank Guarantee is not furnished within thirty (30) days of TRAI's demand, TRAI may terminate the SLA and/ or this Agreement by giving fifteen (15) days' further written notice to the SP. d. Pursuant to such termination, the effects of termination as set out in Clause 11.19 of this Agreement shall follow. For the avoidance of doubt, it is expressly clarified that the internal reorganization of the SP shall not be deemed an event of a change of control for purposes of this Clause unless the surviving entity is of less net worth than the predecessor entity. **11.5.3. Final Testing and Certification** The Project shall be governed by the mechanism of final acceptance testing and certification to be put into place by TRAI and SP as under: a. final testing and certification criteria will lay down a set of guidelines following industry accepted norms and standards for

S. No.	Tender Clause No.	Page No.	Existing Clause	To be Read As
			a. final testing and certification criteria will lay down a set of guidelines following industry accepted norms and standards for testing and certification for all aspects of project development and implementation covering software, hardware (if any) and networking including the processes relating to the design of solution architecture, design of systems and sub- systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and this Agreement; b. final testing and certification criteria will be finalized from the development stage to ensure that the guidelines are being followed and to avoid large scale modifications pursuant to testing done after the application is fully developed; c. final testing and certification criteria will consider conducting specific tests on the software, hardware, networking, security and all other aspects; d. final testing and certification criteria will establish appropriate processes for notifying the SP of any deviations from the norms, standards or guidelines at the earliest instance after taking cognizance of the same to enable the SP to take corrective action etc. e. final acceptance test criteria shall also adhere to the requirements as detailed in Part C of this RFP. 11.5.3. The Parties shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except with the prior written agreement between TRAI and SP in accordance with the Change Control Schedule set out in Schedule III of the RFP. Save for the express Terms of Payment set out in the RFP, TRAI or its nominated agencies and its users may purchase any particular category of Services that may become necessary as per the Change Control Schedule set out in	testing and certification for all aspects of project development and implementation covering software, hardware (if any) and networking including the processes relating to the design of solution architecture, design of systems and sub- systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to compliance with SLA metrics, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and this Agreement; b. final testing and certification criteria will be finalized from the development stage to ensure that the guidelines are being followed and to avoid large scale modifications pursuant to testing done after the application is fully developed; c. final testing and certification criteria will consider conducting specific tests on the software, hardware, networking, security and all other aspects; d. final testing and certification criteria will establish appropriate processes for notifying the SP of any deviations from the norms, standards or guidelines at the earliest instance after taking cognizance of the same to enable the SP to take corrective action etc. e. final acceptance test criteria shall also adhere to the requirements as detailed in Part C of this RFP. **11.5.4.** The Parties shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except with the prior written agreement between TRAI and SP in accordance with the Change Control Schedule set out in Schedule III of the RFP. Save for the express Terms of Payment set out in the RFP, TRAI or its nominated agencies and its users may purchase any particular category of Services that may become necessary as per the Change Control Schedule set out in Schedule III of the RFP, without the need to go for a separate procurement process.

S. No.	Tender Clause No.	Page No.	Existing Clause	To be Read As
			Schedule III of the RFP, without the need to go for a separate procurement process.	

All other terms and condition will remain unchanged.

Response to Pre-Bid Queries

GeM Bid No.: GEM/2025/B/6342458

S. No.	Relevant Section/ Clause	Relevant Sub Section/ Annexure of the RFP	Page No.	Relevant Content from the RFP	Bidder's Query/ Comment	Pre-Bid Reply
				Queries received from Bidders		
1	Fact sheet	Fact Sheet	12	EMD INR 1,38,00,000/-	We would like to bring to your kind attention that GeM provides EMD exemption for bidders with a turnover of more than ₹500 crore. We kindly request you to allow the exemption in accordance with GeM guidelines.	Kindly refer Corrigendum, point no. 1.
2		Fact Sheet	12	Last Date for Submission of Bids: 19 Aug 2025 (1700 Hrs)	Request TRAI to kindly extend the bid submission deadline by at least 3 weeks from the date of publishing pre-bid responses, allowing sufficient time for compliance with revised clarifications.	Refer Corrigendum
3		Fact Sheet	12	Last Date for Submission of Bid	Considering the detailed requirements of the RFP, we are submitting queries for clarification. Subsequent to receiving query responses we are requesting at least 3 weeks time to submit the proposal, beyond the current last date of submission.	Refer Corrigendum
4		Fact Sheet	12	Last Date of Sending Pre-Bid Query 25 Jul 2025	We would request TRAI to extend the date of submission of pre-bid queries beyond the pre-bid meeting date	No change. As per RFP
5		Fact Sheet	12	Last Date for Submission of Bids - 19 Aug 2025 (1700 Hrs)	Requesting an extension of 3 weeks post publishing of corrigendum to allow bidders to submit comprehensive and competitive bids	Refer Corrigendum
6		Fact Sheet	12	Last Date for Submission of Bids - 19 Aug 2025 (1700 Hrs)	Requesting an extension of 6 weeks post publishing of corrigendum to allow bidders to submit comprehensive and competitive bids	Refer Corrigendum
7	Section 1 Background Information	1.3.3. Automation of Routine Activities, Portal Upgradations and New Portal Development	19	Seamless integration of TRAI's existing portal and mobile application into the newly developing unified IT ecosystem to enhance interoperability, enable data synchronization, and improve overall user experience.	Please mention and elaborate on existing portal and mobile app	As per RFP Kindly Refer Section 10.8."Integration of Existing Portals and Mobile Applications" for the detail.

8		1.3.3. Automation of Routine Activities, Portal Upgradations and New Portal Development	19	Seamless integration of TRAI's existing portal and mobile application into the newly developing unified IT ecosystem to enhance interoperability, enable data synchronization, and improve overall user experience.	How do you envision AI based Unified platform integration with existing landscape.	The AI-based Unified Platform will be developed afresh as a new solution.
9		1.3.3. Automation of Routine Activities, Portal Upgradations and New Portal Development	19	Seamless integration of TRAI's existing portal and mobile application into the newly developing unified IT ecosystem to enhance interoperability, enable data synchronization, and improve overall user experience.	Please share user journey of all stake holders of these application and portals.	Details will be discussed during the requirement gathering phase with the selected bidder
10		1.3.3 Automation of Routine Activities, Portal Upgradations and New Portal Development	19	Seamless integration of TRAI's existing portal and mobile application into the newly developing unified IT ecosystem to enhance interoperability, enable data synchronization, and improve overall user experience.	Please describe expected user experience with this integration envisioned	The integration is expected to offer a seamless and intuitive user experience.
11	Section 2. Instruction to bidders	2.4. Consortium	22	Consortium is not allowed for this project.	Looking the size of project, we are requesting to allow the consortium in this bid.	No change. As per RFP
12		2.4. Consortium	22	Consortium is not allowed for this project.	We kindly request you to allow consortium bidding, as the scope of work involves multiple components and specialized services, which may be challenging for a single bidder to fulfil comprehensively. Enabling consortium participation will ensure the inclusion of domain experts and promote better project execution.	No change. As per RFP
13		2.7.4.2. Financial Proposal/ Cover	25	b. The Bidders shall quote an all-inclusive bid value in their financial bid. This would represent the Bidder's	Request TRAI to clarify on the following aspects regarding the financial proposal: 1. Are bidders required to include the cost of software, hardware, licenses, cloud infrastructure, and third-party	1. Yes, bidders are required to include the cost of all components in the

				total price for all the deliverables and services defined in the RFP.	services (e.g., payment gateway integration, SMS/email gateways, SMTP services) within the quoted all-inclusive bid value? 2. Will any of these components be procured directly by TRAI or reimbursed to the Service Provider on actuals?	financial bid as per RFP scope. 2. All required components shall be provisioned by the bidder as part of the RFP scope. TRAI will not procure these components directly or reimburse costs separately.
14		2.7.6. Bid Price	25	b. The Bidder shall prepare the bid based on details provided in the RFP. It must be clearly understood that the Scope of Work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive but only indicative. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP.	Please confirm: 1. RFP response would cover the high-level solution and bid-pricing would be associated with it. Any other incremental solution requirement can be taken up through change request process. Is our understanding correct?	As per RFP Kindly refer section 2.7.6. "Bid price" and section 12.3.2."Change Management Process".
15		2.7.4.2. Financial Proposal/ Cover	25	c. Price quoted by the Bidder shall remain constant during the entire contract period and shall not be subject to variation on any account except for changes in applicable tax rates.	Prices quotes by the bidder are subject to changes due to exchange rate fluctuations & changes in applicable tax rates.	As per RFP Kindly refer section 2.7.4.2. "Financial Proposal/ Cover".
16		2.7.6. Bid Price	26	Prices quoted by the Bidder shall remain firm during the entire contract period and	Price quoted by the bidder cannot remain firm for the period beyond the contract period mentioned in the RFP.	As Per RFP Kindly refer section 2.7.6. "Bid Price".

				for an additional six (6) months. During this period and extended period, the contract shall not be subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and shall be rejected.	Price for the period beyond the contract period should be mutually discussed.	
17		2.4. Consortium	22	Consortium is not allowed for this project.	Request you to kindly allow consortium as it is multi technology Bid Justification: Allowing the consortium will help in better product along with early closure of project.	No change. As per RFP
18		2.4. Consortium	22	Consortium is not allowed for this project	We request department to allow bid in consortium for attract competitive bids for the RFP for Selection of Solution Provider for TRAI Comprehensive IT Eco-System for Data Reporting, Analytics and Process Automation	No change. As per RFP
19		2.8.6 Right to the Content of Bid Proposal	27	TRAI is not restricted in its rights to use or disclose any or all of the information contained in the proposal to Experts/Consultants engaged in the evaluation of bid responses/ any Law Enforcement Agency, if required, and can do so without granting compensation or costs to the Bidders.	We understand that either party may disclose confidential information if required under a legal mandate (reasonable prior notice to the other party will be provided to the extent not prohibited by law).	No change. As per RFP
20	Section 3. Evaluation of Bids and Award of Contract	3.3.1.Technical Bid Evaluation (e)	29	Only the bidders who get an overall 75 or more marks out of 100 will qualify for the opening of Financial Bid.	Request you to kindly allow 70 marks as we have QCBS also on 70% **Justification:** For wider participation pls allow 70 Score in Technical.	No change. As per RFP

21		3.4.4 Performance Bank Guarantee	33	i. In the event of termination of contract, TRAI may invoke the Performance Bank Guarantee to recover such costs and other amounts towards direct damages from the successful Bidder that may have resulted from such defaults. TRAI shall pursue such other rights and/or remedies that may be available to TRAI under law.	The terms and conditions for invoking Bank Guarantee to be mutually agreed.	No change. As per RFP
22	Section 4. Pre-Qualification/ Eligibility Criteria	4. Pre-Qualification/ Eligibility Criteria-Financial Turnover	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	Dear Sir, we request department to give us exemption for this clause as we are MSME/NSIC registered bidder	As per RFP Kindly refer section 4. Pre-Qualification/ Eligibility Criteria
23		4. Pre-Qualification/ Eligibility Criteria - Project Experience: Software Design, Development, Implementation and Maintenance	37	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	No change. As per RFP

				an Application in last Five Financial Years preceding to the bid submission date.		
24		4. Pre-Qualification/ Eligibility Criteria - Mandatory Certifications	37	Must hold certifications: 1) CMMI Level 5 certification	Dear Sir, We request department to give us exemption for CMMI Level 5 as we are MSME/NSIC registered bidder and accept CMMI Level 3 certification.	No change. As per RFP
25		4. Pre-Qualification/ Eligibility Criteria -Workforce Capacity and Certification	38	At least 500 payroll IT professionals at the time of bid submission	Dear Sir, We request department to give us exemption for this clause as we are MSME/NSIC registered bidder	No change. As per RFP
26		4. Pre-Qualification/ Eligibility Criteria	36	**Point 3: Financial Turnover** The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	**As RFP scope is includes the Cloud service and cloud itself Infra/Hardware, we requesting to please include the Infra/hardware turnover also under this clause and amend the clause as under:** The Bidder should have an average annual turnover of more than **INR 150** Crores from **IT/ITeS** ~~IT implementation services, excluding hardware~~ (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	No change. As per RFP
27		4. Pre-Qualification/ Eligibility Criteria	37	**Point 8, Project Experience: Software Design, Development, Implementation and Maintenance** The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or	**We request to please reduce the asked project value and amend the clause as under:** The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. **INR 10 Cr.** Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance**/ERP Projects** of an Application in last Five Financial Years preceding to the bid submission date.	No change. As per RFP

				an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.		
28		4. Pre-Qualification/ Eligibility Criteria	38	**Point 11: Workforce Capacity and Certification** At least 500 payroll IT professionals at the time of bid submission	Point 11: Workforce Capacity and Certification At least total 500 payroll professionals out of them minimum 100 IT professional (BCA/MCA/B.E/B.Tech/M.Tech) at the time of bid submission	No change. As per RFP
29		4. Pre-Qualification/ Eligibility Criteria	36	**Financial Turnover** The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	In order to encourage wider participation and attract more competitive and capable bidders, we kindly request the authority to consider modifying the clause as below: The Bidder should have an average annual turnover of more than INR 275 Crores from IT/ITeS Services (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2022-23 b) FY 2023-24 c) FY 2024-25 (Provisional Balance Sheet signed by Statutory Auditor/CA, in case not audited)	No change. As per RFP
30		4. Pre-Qualification/ Eligibility Criteria	37	**Project Experience: Software Design, Development, Implementation and Maintenance** The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or	In order to encourage wider participation and attract more competitive and capable bidders, we kindly request the authority to consider modifying the clause as below: The Bidder shall have experience of successfully completed at least one large scale **IT/ICT project in India (min. INR 50 Cr)** in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	No change. As per RFP

				cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.		
31		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography/**Global Operations**) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	No change. As per RFP
32		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	Requesting bid Authority to revised this criteria as below: The Bidder should have an average annual turnover of more than INR 150 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	No change. As per RFP
33		4. Pre-Qualification/ Eligibility Criteria	37	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or	Requesting bid Authority to revise this criteria as below: The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 25 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development,	No change. As per RFP

				an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	
34		4. Pre-Qualification/ Eligibility Criteria	37	Must hold certifications: 1) CMMI Level 5 certification	We would request that CMMI Level 5 certification requirement be relaxed to CMMI Level 3. While we understand that this is a System Integration project, the overall project size in terms of Value and complexity is not so huge that the pre-qualification excludes all firms which are otherwise eligible. There are multiple precedences of more complex recent bids from department like MeitY and Ministry of Finance (e.g. CBDT Insight 2.0, MeitY CDAC empanelment, MeitY NICSI empanelment etc) with prequalification criterion as level 3. We would request that the level 5 criterion may be thus relaxed. TRAI may decide to give higher weightage to level 5 bidders through additional marks in technical evaluation.	No change. As per RFP
35		4. Pre-Qualification/ Eligibility Criteria 5. Technical Evaluation Criteria	36	General	Request you to kindly refer to and consider the attached OM from Department of Expenditure on the Participation of demerged entities from participating in Public Procurement Opportunities. Link: https://doe.gov.in/files/procurement-policy-division/Participation_of_demerged_entities_in_public_procurement_opportunities_0.pdf Also, please note that multiple recent RFPs from Government of India such Ministry of Finance, MeitY have allowed the demerged entities in participating in Public Tenders by using credentials of Parent Entities. We as an entity have demerged from IBM in 2021 and would be eager to bid in this RFP. We would like you to kindly consider the above and amended the relevant clauses to allow organizations which have undergone M&A activities recently to use the credentials of parent entity	Kindly refer Corrigendum, point no. 2.

					thus allowing wider participation from competent organizations	
36		4. Pre-Qualification/ Eligibility Criteria 5. Technical Evaluation Criteria	36	Documentary Evidence: Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	A lot of our projects are under NDA, and this restricts us from sharing client name and project details. Hence, we would request TRAI to allow bidders to submit self-certified declarations signed by authorized signatory of the bidder.	Kindly refer Corrigendum, point no. 3.
37		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years (FY 2021-22, FY 2022-23, FY 2023-24).	We kindly request relaxation in the average annual turnover requirement to **INR 50 Crores** from IT implementation services (excluding hardware), to encourage wider participation from capable mid-sized firms with relevant domain experience.	No change. As per RFP
38		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	Requesting relaxation in turnover criteria to INR 100 Crores overall and INR 50 Crores specifically from IT/ITES, to allow wider participation from mid-size capable companies. **Justification:** Many technically competent and experienced firms operate below INR 100 Crores turnover. Reducing the limit will encourage wider participation without compromising quality.	No change. As per RFP
39		4. Pre-Qualification/ Eligibility Criteria	37	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min.	Requesting relaxation of experience criteria to at least one large project of INR 5 Crores or more in its entirety or an ongoing project which has gone live and/ or under O&M phase for Design, Development, Implementation, and	No change. As per RFP

				INR 50 Cr.) in its entirety or an ongoing project which has gone live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	maintenance of an Application in last Five Financial Years preceding to the bid submission date. Also amend the weightage of score in TQ. **Justification:** Firms with domain expertise and experience in relevant large-scale IT projects under INR 5 Crores should also be considered eligible, ensuring more competition and practical qualification.	
40		4. Pre-Qualification/ Eligibility Criteria	37	The bidder should be CMMI Level 5 certified.	Requesting relaxation of this criterion to CMMI Level 3 certification. **Justification:** CMMI Level 3 also reflects mature delivery processes suitable for this type of project. CMMI Level 5 excludes many capable firms who can otherwise meet all technical and quality expectations.	No change. As per RFP
41		4. Pre-Qualification/ Eligibility Criteria (Clause No. 3)	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	The bidder's turnover has been asked in the RFP. Since the hosting will be on CSP platform, we recommend that the turnover details of the CSP may also be made a part of the PQ/Eligibility criteria for fair evaluation of competency. We suggest to have minimum 100 Cr as a turnover from cloud services from a CSP.	No change. As per RFP
42		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have an average annual turnover of more than INR 275 Crores from IT implementation services, excluding hardware (from India operations/ Indian Geography) in the last three (3) Financial Years a) FY 2021-22	Dear Sir/Madam, Considering that most IT projects of this scale are typically undertaken for global organizations, we humbly request you to kindly allow global turnover to be considered, rather than restricting eligibility to Indian operations/Indian Geography only. This will help ensure broader participation and foster a more competitive and capable bidding environment.	No change. As per RFP

				b) FY 2022-23 c) FY 2023-24		
43		4. Pre-Qualification/ Eligibility Criteria	37	Project Experience: Software Design, Development, Implementation and Maintenance: The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date.	Dear Sir/Madam, Considering that most IT projects of this scale are typically undertaken for global organizations, we humbly request you to kindly allow global project experience to be considered, rather than restricting eligibility to Indian projects only. This will help ensure broader participation and foster a more competitive and capable bidding environment.	No change. As per RFP
44		4. Pre-Qualification/ Eligibility Criteria	36	The Bidder should have positive operating profit for the last three (3) Financial Years a) FY 2021-22 b) FY 2022-23 c) FY 2023-24	Kindly arrange to relax the above pre-qualification / eligibility criterion in the case of Central PSU, so that BSNL can participate in the said Tender. It is worth to mention that BSNL is net worth positive.	No change. As per RFP
45		4. Pre-Qualification/ Eligibility Criteria	37	Details of the assignments as per Form 8 AND Purchase Order / Work Order with CA certificate/completion certificate from client. The past Five years will comprise of periods counted from Apr 2019 onwards		No Query has been given hence No change. As per RFP
46		5.2. Average turnover of	40	Average Annual Turnover should be at least 275 Cr for	**Average turnover of the Bidder** Average Annual Turnover should be at least **150 Cr** for last	No change. As per RFP

		the Bidder		last 3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor Max Marks= 5 Turnover > INR 500 Cr: 5 Marks Turnover > INR 400 Cr & ≤ INR 500 Cr: 4 Marks Turnover > INR 300 Cr & ≤ INR 400 Cr: 3 Marks Turnover ≥ INR 230 Cr & ≤ INR 300 Cr: 2 Marks	3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor Max Marks= 5 **Turnover > INR 200 Cr: 5 Marks** **Turnover > INR 175 Cr & ≤ INR 200 Cr: 3 Marks** **Turnover ≥ INR 150 Cr & ≤ INR 170 Cr: 2 Marks**	
47	5. Technical Evaluation Criteria	5.2.1. Software Design, Development, Implementation and Maintenance for Government (Central/State)/ Public Sector/ Statutory Bodies/ Autonomous Bodies	40	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/ State)/ Public Sector/ Statutory Bodies/ Autonomous Bodies ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks Max Marks: 10	**Software Design, Development, Implementation and Maintenance for Government (Central/State)/Public Sector/Statutory Bodies/Autonomous Bodies** The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. **INR 10 Cr.** Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance**/ERP Project** of an Application in last **Seven** Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/Statutory Bodies/Autonomous Bodies ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks Max Marks: 10	No change. As per RFP

48		5.2.1. Bidder's Experience	41	**Software Design, Development, Implementation and Maintenance of IT Project:** The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and Maintenance of Application(s) in last Five financial years preceding to the bid submission date. Projects with similar nature of work ≥ INR 20 Cr value Max Marks: 10 2 marks for each project up to maximum of 10 marks	**Software Design, Development, Implementation and Maintenance of IT Project:** The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and Maintenance of Application(s) in last Five financial years preceding to the bid submission date. Projects with similar nature of work ≥ **INR 8 Cr value** Max Marks: 10 2 marks for each project up to maximum of 10 marks	No change. As per RFP
49		5.2.1. Bidder's Experience	41	**Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector:** Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with similar nature	**Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector/ Government (Central/State)/Public Sector/Statutory:** Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector**/ Government (Central/State)/Public Sector/Statutory** in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered.

Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10 5 marks for each project up to maximum of 10 marks | No change. As per RFP |

				of work not less than INR 5 Cr. Max Marks: 10 5 marks for each project up to maximum of 10 marks		
50		5.2.1. Bidder's Experience	42	**Design, Development, Integration, Deployment & Maintenance of AI/ML Solution** The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be	**Design, Development, Integration, Deployment & Maintenance of AI/ML Solution** The bidder should have Implemented enterprise- wide solution / use cases of Artificial Intelligence**/**Machine Learning**/**Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last **Seven** financial years preceding the bid submission date. ~~The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis.~~ (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR **1.5 Cr** (License cost not included) Max Marks: 10 5 marks for each project up to maximum of 10 marks	No change. As per RFP

				included in the citation)		
				Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10 5 marks for each project up to maximum of 10 marks		
51		5.2.1. Bidder's Experience	43	**Design, Development, Integration, Deployment & Maintenance of Data Analytics Solution** The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating	**Design, Development, Integration, Deployment & Maintenance of Data Analytics Solution** The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last **Seven** financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than **1.5 Cr.** (License cost not included)	No change. As per RFP.

				interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 5 marks for each project up to maximum of 10 marks	Max Marks: 10 5 marks for each project up to maximum of 10 marks	
52		5.2.1. Bidder's Experience	44	**Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization** The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years	**Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization** The Bidder should have the experience of **Integration with Geospatial/** deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than **75 Lakh**	No change. As per RFP

				preceding the bid submission date. Individual project with implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10 5 marks for each project up to maximum of 10 marks	(License cost not included) Max Marks: 10 5 marks for each project up to maximum of 10 marks	
53		5.2. Average turnover of the Bidder	40	Average Annual Turnover should be at least 275 Cr for last 3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor Max Marks= 5 Turnover > INR 500 Cr: 5 Marks Turnover > INR 400 Cr & ≤ INR 500 Cr: 4 Marks Turnover > INR 300 Cr & ≤ INR 400 Cr: 3 Marks Turnover ≥ INR 230 Cr & ≤ INR 300 Cr: 2 Marks	In line with the updated Eligibility Criteria, please modify this clause as below : Average Annual Turnover should be at least 275 Cr for last 3 Financial Years (Annual Financial Statement sheet of last 3 Financial Years (2022-23, 2023-24 & **2024-25** attested by Statutory Auditor Turnover > INR 500 Cr: 5 Marks Turnover > INR 400 Cr & ≤ INR 500 Cr: 4 Marks Turnover > INR 300 Cr & ≤ INR 400 Cr: 3 Marks Turnover ≥ INR 275 Cr & ≤ INR 300 Cr: 2 Marks	No change. As per RFP
54		5.2.1. Bidder's Experience	40	The Bidder shall have experience of successfully	In order to encourage wider participation and attract more competitive and capable bidders, we kindly request the	No change. As per RFP

				completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/ State)/Public Sector/ Statutory Bodies/ Autonomous Bodies Max Marks: 10 ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks	authority to consider modifying the clause as below: The Bidder shall have experience of successfully completed at least one large scale **IT/ICT project in India (min. INR 50 Cr)** in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/Statutory Bodies/Autonomous Bodies Max Marks: 10 ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks	
55		5.2.1. Bidder's Experience Software Design, Development, Implementation and Maintenance of IT Project	41	The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and Maintenance of Application(s) in last Five financial years preceding to the bid submission date. Projects with similar nature of work ≥ INR 20 Cr value Max Marks: 10 2 marks for each project up	In order to encourage wider participation and attract more competitive and capable bidders, we kindly request the authority to consider modifying the clause as below: The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and Maintenance of Application(s) **in last Seven financial years** preceding to the bid submission date. Projects with similar nature of work ≥ INR 20 Cr value **Note: Cumulative value for additional/extension/change request of new service/scheme for the same project will be considered** Max Marks: 10 **5 marks** for each project up to maximum of 10 marks	No change. As per RFP

				to maximum of 10 marks		
56		5.2.1. Bidder's Experience Design, Development, Integration, Deployment & Maintenance of Data Analytics Solution	43	The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10	We respectfully request you to kindly consider the experience of the parent company and/or subsidiary company for meeting the eligibility and qualification criteria as specified in the tender/RFP	No change. As per RFP.

57		5.2.1. Bidder's Experience Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization	44	The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10	It is requested to consider last 7 financial years instead of 5 financial years.	No change. As per RFP
58		5.2.1 Bidder's Experience	41	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date.	Experience in Telecom/Broadcasting **/IT/ITES** sector in development/ maintenance of Website/Portal during the last five years. Copy of work orders to be submitted.	No change. As per RFP

				Maintenance projects for the telecom/ Broadcasting sector will not be considered.		
59		5.2.1 Bidder's Experience	41	Software Design, Development, Implementation and Maintenance of IT Project in Telecom/ Broadcasting Sector	Software Design, Development, Implementation and Maintenance of IT Project in Telecom/ Broadcasting/ **Large IT Project in State/Central Government** (≥ 5 Cr.)	No change. As per RFP
60		5.2.2. Key Personnel	44	1. Project Manager 2. Solution Architect 3. Team Lead 4. Domain Expert (Telecom) 5. AI/ML Expert	Key Personnel: Project Manager, Solution Architect, Team Lead, Domain Expert (**Telecom OR AI/ML**)	No change. As per RFP
61		5.2.	40	Average Annual Turnover should be at least 275 Cr for last 3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor Turnover > INR 500 Cr: 5 Marks Turnover > INR 400 Cr & ≤ INR 500 Cr: 4 Marks Turnover > INR 300 Cr & ≤ INR 400 Cr: 3 Marks Turnover ≥ INR 230 Cr & ≤ INR 300 Cr: 2 Marks Certificate from a Statutory Auditor (With valid CA Registration Number and Seal & UDIN) as per Form 11 on turnover details (from India Operations excluding IT hardware & network	Average Annual Turnover should be at least 275 Cr for last 3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor Turnover > INR 500 Cr: 5 Marks Turnover > INR 400 Cr & ≤ INR 500 Cr: 4 Marks Turnover > INR 300 Cr & ≤ INR 400 Cr: 3 Marks Turnover ≥ INR 230 Cr & ≤ INR 300 Cr: 2 Marks Certificate from a Statutory Auditor (With valid CA Registration Number and Seal & UDIN) as per Form 11 on turnover details (**from India/Global Operations** excluding IT hardware & network operations) over the last three Financial Years (FY 2021-22, FY 2022-23, FY 2023-24)	No change. As per RFP

				operations) over the last three Financial Years (FY 2021-22, FY 2022-23, FY 2023-24)	
62		5.2.1. Bidder's Experience a. Software Design, Development, Implementation and Maintenance for Government (Central/State)/ Public Sector/ Statutory Bodies/ Autonomous Bodies	40	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/ Statutory Bodies/Autonomous Bodies Max Marks: 10 ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. **INR 20 Cr.** Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/Statutory Bodies/Autonomous Bodies Max Marks: 10 ≥ 3 Projects = 10 Marks 2 Projects = 5 marks 1 Project = 2.5 Marks	No change. As per RFP
63		5.2.1. Bidder's Experience c. Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector	41	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. Maintenance projects for	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting/ **Large IT Project in State/Central Government** in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10 5 marks for each project up to maximum of 10 marks	No change. As per RFP

				the telecom/Broadcasting sector will not be considered. Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10 5 marks for each project up to maximum of 10 marks		
64		5.2.1. Bidder's Experience d. Design, Development, Integration, Deployment & Maintenance of AI/ML Solution	42	The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) Individual project with	The bidder should have Implemented 1 enterprise- wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI, Application/ software Development in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of ~~sector specific~~ large language module ~~(LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis.~~ (Chatbot development and implementation and maintenance or any chatbot related projects will ~~not~~ be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10 Minimum 1 Project of Value more than 5 Crs- 10 Marks	No change. As per RFP

				implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10		
65		5.2.1. Bidder's Experience f. Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization	44	The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10	The Bidder should have the experience of deployment, customization and maintenance of solution covering GIS Mapping/Geotagging/geospatial /Visualization and analytics/ geo-referencing ~~and various map display i.e., coverage plots etc. and integrate crowd source data~~ in last Five financial years preceding the bid submission date. Individual project with implementation of GIS Mapping/Geotagging/geospatial /visualization and analytics solution with a value of more than 25 Lakh (~~License cost not included~~) And/ or If implementation of GIS Mapping/Geotagging/geospatial /visualization and analytics solution is part of project, then the value of project should be more than 3 Cr ~~5cr~~ (License cost not included) Max Marks: 10 Minimum 1 Project of Value more than 3 Crs ~~5 Crs~~ 10 Marks	No change. As per RFP

#		Section		Content	Remarks	
66		5.2.2. Key Personnel	44	Project Manager – 3 marks Solution Architect – 3 marks Team Lead – 3 marks Domain Expert (Telecom) – 3 marks AI/ML – 3 marks	Project Manager - 3marks Solution Architect - 3marks Team Lead - 3marks Domain Expert (**Telecom/IT**) 3marks AI/ML - 3marks Details need to be provided in the CV format as given in Annexure II: Form 12	No change. As per RFP
67		5.2	40	Average Annual Turnover should be at least 275 Cr for last 3 Financial Years.	Requesting bid Authority to revised this criteria as below: Average Annual Turnover should be at least 150 Cr for last 3 Financial Years.	No change. As per RFP
68		5.2.	40	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/ Statutory Bodies/ Autonomous Bodies ≥ 3 Projects = 10 Marks 2 Projects = 5 Marks 1 Project = 2.5 Marks	Requesting bid Authority to revise the critieria as below: The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 25 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public 2 Projects = 10 Marks 1 Project = 5 Marks	No change. As per RFP
69		5.2.1. Bidder's Experience	41	The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and	Requesting bid Authority to revised the critieria as below: The Bidder shall have experience of successfully executing any large-scale IT implementation projects in Design, Development, Implementation and Maintenance of Application(s) in last Five financial years preceding to the	No change. As per RFP

				Maintenance of Application(s) in last Five financial years preceding to the bid submission date. Projects with similar nature of work ≥ INR 20 Cr value	bid submission date. Projects with similar nature of work ≥ INR 10 Cr value	
70		5.2.1. Bidder's Experience	40	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/Statutory Bodies/ Autonomous Bodies	Request TRAI to consider the following modification: a) Request to reduce the minimum project value from ₹50 Cr to ₹30 Cr (excluding hardware/cloud). b) Request to extend eligible experience period from 5 years to 10 years. c) Request to revise criteria for full marks from ≥3 projects to ≥2 projects to enable wider participation.	No change. As per RFP
71		5.1. Evaluation Criteria	39	2. Bidder's Experience (Project experience cited for one sub-criteria shall be considered only once for a, b & c) (Past Five Years)	Request TRAI to allow the same project experience to be submitted across multiple sub-criteria (a, b, and c), provided it fully meets the requirements of each sub-criterion	No change. As per RFP
72		5.2.1. Bidder's Experience	40	Marks	We request TRAI to consider revising the marking scheme for the experience criteria in line with widely followed procurement practices in line with Model RFP issued by MeitY. The suggested benchmarks are: ▪ 1 project of 80–100% value ▪ 2 projects of 50–60% value ▪ 3 projects of 40–50% value	No change. As per RFP

73		5.1. Evaluation Criteria	39	Bidder's Experience (Project experience cited for one sub-criteria shall be considered only once for a, b & c) (Past Five Years)	We request TRAI to kindly consider projects where the contract has been signed prior to April 2019 and project has remained active with the scope of work delivered during the last five financial years preceding the bid submission date. This will enable us inclusion of long-duration government engagements that continued to deliver value during the relevant period. Additionally, it is requested to kindly consider modifying this clause to accommodate projects from last ten (10) Financial Years preceding to the bid submission date in Government, instead of last five (5) years.	No change. As per RFP
74		5.2.1. Bidder's Experience	41	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/State)/Public Sector/ Statutory Bodies/ Autonomous Bodies Max Marks: 10	Please consider revising the criteria as below: The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. **INR 30 Cr.** Excluding hardware or cloud service value if any)	No change. As per RFP
75		5.2.1. Bidder's Experience	41	Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector	The requirement is related to enterprise system. Hence we request to remove the criteria for telecom domain projects and allow enterprise domain citations	No change. As per RFP

76		5.2.1. Bidder's Experience	41	Bidder's Experience	Requesting TRAI to allow and consider credentials of the holding company where bidder is the wholly owned subsidiary of the parent company or network firms. Justification: We are a network of independent member firms dedicated to seamless collaboration and delivering high-quality global services. In telecom, we leverage a global Center of Excellence and diverse resources to implement best practices. This experience can substantially benefit TRAI. We kindly request you to consider engagements where we have collaborated with other network firms on similar engagements. Additionally, we plan to engage some of our telecom subject matter experts from this global pool.	No change. As per RFP
77		5.2.1. Bidder's Experience	40	The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 50 Cr. Excluding hardware or cloud service value if any) in its entirety or an ongoing project which has gone-live and/ or under O&M phase for Design, Development, Implementation, and maintenance of an Application in last Five Financial Years preceding to the bid submission date in Government (Central/ State)/Public Sector/ Statutory Bodies/ Autonomous Bodies Max Marks: 10	Please consider revising the criteria as below: The Bidder shall have experience of successfully completed at least one large scale IT project in India (min. INR 30 Cr. Excluding hardware or cloud service value if any). **Justification:** We have a proven track record of successfully delivering large-scale implementation projects, which closely align with the scope and objectives of TRAI for key Regulatory and Government bodies. These projects highlight our expertise in managing complex requirements and delivering within the stipulated timelines, quality standards and showcasing our ability to deliver high-quality solutions and drive meaningful results. Based on our observation, we propose to update the TQ by following options: 1) 3 projects costing 40% of the estimated bid value; or 2) 2 projects costing 50% of the estimated bid value; or 3) 1 projects costing 80% of the estimated bid value	No change. As per RFP
78		5.2.1. Bidder's Experience	43	The Bidder should have experience in Designing, Deploying, Customizing, and	Request to please modify the clause to in India and overseas "The Bidder should have experience in Designing,	No change. As per RFP

| | | | | Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India and overseas in last Five financial years preceding the bid submission date. " | |
| 79 | | 5.2.1. Bidder's Experience | 42 | The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, | Request to remove the clause of sector specific as below:

"The Project should cover implementation of sector specific large language module (LLM) from different | No change. As per RFP |

| | | | | Machine Learning, Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. | datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis." | |
| | | | | The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10 | | |

| 80 | | 5.2.1. Bidder's Experience | 43 | The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | Request to modify the clause to include overseas experience as well. "The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India and overseas in last Five financial years preceding the bid submission date. " | No change. As per RFP. |

81		5.2.2. Key Personnel	46	5. AI/ML Expert B.E./ B.Tech./ MCA + certification in AI/ML	TCS has lot of internal certifications for the associates on AIML technologies, need to confirm if those certifications can also be considered here	No change. As per RFP
82		5.2.1. Bidder's Experience f. Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization	44	The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10	The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. We request TRAI to remove this clause from evaluation. This will allow a larger set of bidders to participate	No change. As per RFP
83		5.2.	40	Average Annual Turnover should be at least 275 Cr for last 3 Financial Years. (Annual Financial Statement sheet of last 3 Financial Years (2021-22, 2022-23, 2023-24) attested by Statutory Auditor	We request you to consider revising the turnover-based technical marking criteria to encourage wider participation from mid-sized but experienced IT implementation firms. Suggestion: Set the benchmark for full marks at INR 150 Cr. Below is the proposed revised marking scheme: - Turnover ≥ INR 150 Cr: 5 Marks - Turnover ≥ INR 125 Cr & < INR 150 Cr: 4 Marks - Turnover ≥ INR 100 Cr & < INR 125 Cr: 3 Marks	No change. As per RFP

				Max Marks= 5	- Turnover ≥ INR 75 Cr & < INR 100 Cr: 2 Marks - Turnover ≥ INR 50 Cr & < INR 75 Cr: 1 Mark This revised slab will ensure technically capable and competent bidders are not excluded solely on financial volume grounds.	
84		5.2.1. Bidder's Experience c. Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector	41	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10	we request you to please change the clause as - Bidder should have experience of Software Design, Development, Implementation and Maintenance project in **Telecom and/ or Broadcasting or e-governance or Tax domain** sector in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10	No change. As per RFP
85		5.2.1. Bidder's Experience	40-44	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	We request you to please change the clause as - Completion Certificates from the client; OR Work Order / LOA/ LOI + Self Certificate of Completion (Certified by the ~~Statutory Auditor company secratory~~ / Authorized Signatory); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Kindly refer Corrigendum, point no. 3.
86		5.2.1. Bidder's Experience d. Design, Development, Integration,	42	The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI in	we request you to please change this clause as - The bidder should have Implemented enterprise wide solution / use cases of Artificial Intelligence, Machine Learning, ~~Gen AI~~ in Govt. / PSU / Regulatory Body/Private Sector in India **/**	No change. As per RFP.

| | | Deployment & Maintenance of AI/ML Solution | | Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10 | **Global** in last Five financial years preceding the bid submission date. ~~The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of~~ ~~the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental~~ ~~Analysis, Contextual Analysis~~ | |

| 87 | | 5.2.1. Bidder's Experience e. Design, Development, Integration, Deployment & Maintenance of Data Analytics Solution | 43 | The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | we request you to please change the clause as - The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India **or Global** in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics, which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | No change. As per RFP. |

88		5.2.1. Bidder's Experience	40-44	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	We request you to please change the clause as - Completion Certificates from the client; OR Work Order / LOA/ LOI + Self Certificate of Completion (Certified by the ~~Statutory Auditor company secratory~~ / Authorized Signatory); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Kindly refer Corrigendum, point no. 3.
89		5.2.1. Bidder's Experience	40-44	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	We request you to please change the clause as - Completion Certificates from the client; OR Work Order / LOA/ LOI + Self Certificate of Completion (Certified by the ~~Statutory Auditor company secratory~~ / Authorized Signatory); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Kindly refer Corrigendum, point no. 3.
90		5.2.1. Bidder's Experience	41	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with	Request to remove telecom as a specific domain **Justification:** For wider participation pls allow any Govt/ PSU.	No change. As per RFP

				similar nature of work not less than INR 5 Cr. Max Marks: 10		
91		5.2.1. Bidder's Experience	43	e. Design, Development, Integration, Deployment & Maintenance of Data Analytics Solution	Kindly take relaxation as Design, Development, Integration, Deployment & Maintenance of ERP/ MIS Solution	No change. As per RFP
92		5.2.1. Bidder's Experience	44	f. Design, Development, Integration, Deployment & Maintenance of Geospatial Visualization	Kindly take relaxation as Design, Development, Integration, Deployment & Maintenance of Data Visualization	No change. As per RFP
93		5.2.1. Bidder's Experience	42	…….. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) ……….	Kindly take relaxation as Chatbot development and implementation and maintenance or any chatbot related projects will not be considered however AI/LLM Powered Chatbots development and implementation can be Considered.	No change. As per RFP.
94		5.2.1. Bidder's Experience	42	The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative	The bidder should have Implemented enterprise wide solution / use cases of Artificial Intelligence / Machine Learning / Gen AI / E-Governance in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of sector specific large language module (LLM) from different datasets with one or more of the following: Content (Text) Generation, Comparative Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects to be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution	No change. As per RFP.

				Analysis, Text Analytics, insight generation, Similarity Analysis, Sentimental Analysis, Contextual Analysis. (Chatbot development and implementation and maintenance or any chatbot related projects will not be considered) (Additional description of work to be included in the citation) Individual project with implementation of AI/ML solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5 Cr (License cost not included) Max Marks: 10	with a value of more than 25 Lakh (License cost not included) And/ or If implementation of AI/ML solution is part of project, then the value of project should be more than INR 5Cr (License cost not included) Max Marks: 10	
95		5.2.1. Bidder's Experience	43	The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: Advanced data analytics,	The Bidder should have experience in Designing, Deploying, Customizing, and Maintaining the solution Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date. The Project should cover implementation of one or more of the following: basic analytics / E-Gov / Cloud (ongoing or executed) Project (Copy of scope of work also to be included) Individual project with implementation of basic Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of basic Analytics solution is part of	No change. As per RFP.

| | | | | which includes data visualization, report generation, ad-hoc reporting, advanced analytics, creating interactive dashboards, graphs, insights generation using statistical model and trend analyses from the various Raw data. (Copy of scope of work also to be included) Individual project with implementation of Data Analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Data Analytics solution is part of project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | project, then the value of project should be more than 5 Cr. (License cost not included) Max Marks: 10 | |
| 96 | | 5.2.1. Bidder's Experience | 44 | The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with | The Bidder should have the experience of deployment, customization and maintenance of solution covering geospatial visualization and analytics, geo-referencing and various map display i.e., coverage plots etc. and integrate crowd source data in last Five financial years preceding the bid submission date. Individual project with implementation of geo referencing solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of geo referencing solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10 | No change. As per RFP |

				implementation of Geospatial/GIS Visualization and analytics solution with a value of more than 25 Lakh (License cost not included) And/ or If implementation of Geospatial/GIS Visualization and analytics solution is part of project, then the value of project should be more than 5 Cr (License cost not included) Max Marks: 10		
97		5.2.1. Bidder's Experience	40 to 44	Bidder's experience Sub clause (a, d, e)	Based on the technical evaluation criteria, can we get the relaxation of getting the client references (for Bidder Experience - 5.2.1 (a,d,e) - across the globe and not only from India	No change. As per RFP
98		5.2.1. Bidders experience d. Design, Development, Integration, Deployment & Maintenance of AI/ML Solution	42	The bidder should have Implemented enterprise-wide solution / use cases of Artificial Intelligence, Machine Learning, Gen AI in Govt. / PSU / Regulatory Body/Private Sector in India in last Five financial years preceding the bid submission date.	Please allow global experience as LLM implementation in India is limited.	No change. As per RFP.
99		5.2.4. Technical Presentation	47	Presentation & Proof of Capability (Prototype) (Assessment based on response time of the system, ease of use, number of steps involved and presentation of the output.)	We understand the requirement of Proof of Capability (POC) is limited to the Demo's of the COTS application only. The custom build modules will not be required for such demonstration, as it require considerable efforts to build the Demo during the Presentation/ evaluation Phase. Please define clear scope of such Proof of Capability.	As per RFP Kindly refer section 5.2.4. "Technical Presentation".
100		5.2.1. Bidder's Experience	40-44	Completion Certificates from the client; OR Work Order + Self	Most of our contracts are governed by strict NDA (Non-Disclosure Agreement). As such sharing the documentary evidence such as Work Order, Completion Certificates from client.	Kindly refer Corrigendum, point no. 3.

				Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	So we recommend TRAI to accept public press releases with our name and work mentioned OR a self-certification endorsed by a Authorised Signatory / practicing Chartered Accountant towards these credentials as documentary evidence, with relevant details on the project	
101		5.2.1. Bidder's Experience c. Software Design, Development, Implementation and Maintenance in Telecom/ Broadcasting Sector	41	Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. Maintenance projects for the telecom/Broadcasting sector will not be considered. Projects with similar nature of work not less than INR 5 Cr. Max Marks: 10	We request TRAI to update the clause as follows: Bidder should have experience of Software Design, Development, Implementation and Maintenance project in Telecom and/ or Broadcasting sector in last Five financial years preceding to the bid submission date. ~~Maintenance projects for the telecom/Broadcasting sector will not be considered.~~	No change. As per RFP
102		5.2.1. Bidder's Experience	40-44	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	We request you to please change the clause as - Completion Certificates from the client; OR Work Order / LOA/ LOI + Self Certificate of Completion (Certified by the ~~Statutory Auditor company secratory~~ / Authorized Signatory); OR Work Order + Phase Completion Certificate (for ongoing projects) from the client	Kindly refer Corrigendum, point no. 3.

#			Page	Clause	Query	Response
103	Section 6: Scope of work	Section 6: Scope of work	51–155	Clauses 6.1–10.9	• Comprehensive IT Ecosystem: End-to-end implementation and maintenance for TRAI's data reporting, analytics, and process automation. • Key Modules: Telecom, Broadcasting, Internal Applications (HRMS, Asset/Inventory, Contract, Incident, Legal Case Management), Rating Framework, Public Portal, Integration of existing portals and mobile apps. • Technology: Open-source preferred, modular, microservices-based, cloud-hosted (MeitY empaneled), with strong security, DevSecOps, and API-first architecture. • AI/ML & Analytics: Integration of advanced analytics, dashboards, and AI/ML for insights, summarization, and automation. • Data Migration: 5–10 TB of legacy data to be migrated. • Training & Change Management: Extensive user training, change management, and handholding support • What is the process for handling new requirements discovered post-award? • What is the boundary for "any other requirements" not listed? • What legacy systems and data formats are involved in migration and integration? • What are the minimum viable AI/ML features expected at go-live?	1 & 2. As per RFP Kindly refer section 6.2.1. "Project Plan, System Study, Requirement Gathering and SRS Preparation" & 6.2.23."Software Change & Version Control". 3. Details will be shared with Selected bidder during requirement gathering phase. 4. As per RFP Kindly refer section 6.2.6."Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics". Further details will be shared during the requirement gathering phase with the selected bidder.
104		6.1. Introduction	51	f. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights	Is it ok to add roles for engineering and governance roles for deployment and support of AIML models.	The bidder is expected to propose the most suitable solution that aligns

				Generation, Comparative Analysis and Analytics		with the scope outlined in the RFP.
105		6.1. Introduction	51	f. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	How many Analytical Use cases & models needs to be build as part of this engagement?	Details will be discussed during the requirement gathering phase with the selected bidder.
106		6.1. Introduction	51	f. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	Please specify the number and size of documents to be analysed	The integration of AI/ML is required in TRAI for performing various regulatory functions which requires Summarization, Insights Generation, Comparative Analysis, Analytics etc. Further details will be discussed to the selected bidder during requirement gathering phase.
107		6.1. Introduction	51	f. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	Please specify the languages to be supported	English
108	Section 6.2	Section 6.2.1.3(b)	53	The scope must include at least 100 reporting formats	Please confirm if TRAI will provide sample formats or if the SP is expected to design all formats from scratch.	The tentative numbers of report are mentioned in the Section 10 and all the existing report (consist of KPIs) will be

						provided during the requirement gathering phase for detailed analysis. SP need to design the new format of the reports as per guidance received from the divisions at the time of requirement gathering phase.
109		Section 6.2 Detailed Scope of Work	52	……… The SP will have to meet any other requirements, not listed in the scope of work that may be required in order to establish the fully functional Unified IT Ecosystem. ….	This is open-ended and could lead to scope creep.	The clause is intended to ensure that the Unified IT Ecosystem is delivered as a fully functional and integrated solution, without any critical gaps.

However, any additional requirements beyond the defined scope will be discussed and mutually agreed upon during the requirement gathering phase. No scope additions will be imposed unilaterally, and any change will follow a structured Change Management |

						Process as per section 12.3
110		6.2.1.2	52	a. The SP shall carry out a detailed assessment to refine the indicative Functional Requirement Specifications (FRS) provided in this RFP incorporating the requirements provided by all the stakeholders.	The SP is expected to conduct detailed requirement gathering and refine the functional requirements

Does this mean the actual scope may expand after award? | As per RFP. Kindly refer section 6.2.1. "Project Plan, System Study, Requirement Gathering and SRS Preparation". |
111		6.2.1.	52	Project Plan, System Study, Requirement Gathering and SRS Preparation	What are the different data sources and approximate number of data source?	Data sources are internal as well as external. Kindly refer to Section 10. "Functional Requirement Specifications" for further details.
112		6.2.1.3.	53	Software Requirements Specifications (SRS) Preparation	For point 'd' of section 6.2.1.3 - is the assumption correct that a AS-IS and TO-BE user flow needs to be created to validate the requirements? If yes, then do we need to use any process modelling tool and what that tool would be? (For e.g. Visio)	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP
113	Section 6.2.1.4.	6.2.1.4. Design and Solution Architecture	54	h. The SP shall develop the solution using a suitable open-source technology platform except internal module for which COTS products are preferred, including tools that meet the requirements of TRAI for the Unified IT Ecosystem. The SP shall be responsible for maintaining all support and updates for the proposed open-source technology and other software.	Kindly provide us data regarding the expected user base and transaction volume for the Internal Module (covering HRMS, Asset & Inventory, Contract Management, Incident Management, and Legal Case Management System). So that accordingly sizing of the COTS can be done.	As per RFP Kindly refer section 10.9.1. "Internal Module". Any limitations associated with Geo-Visualization, Business Intelligence enterprise licenses, or any other third-party licenses shall not, in any manner, impact the functionality,

						performance, or availability of the TRAI IT ecosystem. The Service Provider shall ensure seamless operations irrespective of such licensing constraints.
114		6.2.1.4. Design and Solution Architecture	53	b. The design and development of the complete Unified IT Ecosystem application shall be carried out keeping in mind user-base of approx. 10,000 with a year-on-year growth of 5% and concurrent user base up to 500 users.	In respect to the mentioned statement, it's understood that the mentioned user volume is applicable to entire IT Eco-System Project. In line of that, requesting TRAI to confirm the following, 1. Total Number of Users for Workflow Management System where departmental users will login into the application, validate the work-item and approve/reject the acse with respective notes or comments. 2. Approximate User Concurrency (Average number of logged-in users, in one given point of time) for Workflow Management System with above mentioned use case.	The Document Management System (DMS) shall be configured in accordance with the scope defined in Section 6."Scope of Work" and Section 10."Functional Requirement Specifications" of the RFP.
115		6.2.1.4. Design and Solution Architecture	55	b. The solution design should focus on developing workflow and business transaction, rules management, and configuration management.	As understood from the mentioned statement, TRAI intends to have a Low Code based Workflow Framework for automating various data & document oriented processes with facilities like Configurable Interface Designer, Process Designer, Rule Engine, Master Data Management, Configurable Report Designer. **Please confirm if that understanding is correct.**	Yes
116		6.2.1.4. Design and Solution Architecture	55	b. The solution design should focus on developing workflow and business transaction, rules management, and configuration management.	With the assumption of above understanding is correct, requesting TRAI to confirm the following, **"Name of the Processes which TRAI intends to automate using Configurable Workflow Framework"**. Please confirm.	Details will be discussed during the requirement gathering phase with the selected bidder.
117		6.2.1.4. Design and Solution Architecture	55	b. The solution design should focus on developing workflow and business transaction, rules	In assumption of the above understanding is correct, requesting TRAI to incorporate the following workflow capabilities in RFP mentioned Scope of Work section, 1. The system shall facilitate re-engineering of processes	As per RFP. Kindly refer section 6.2.1.4 for further details.

				management, and configuration management.	and act as a platform for building specific application and have a workflow engine to support different types of document routing mechanism including Sequential, Parallel, Condition Based & Ad-Hoc Routing. 2. The low code based workflow system shall support Inbuilt Graphical workflow designer for modeling simple & complex Business Processes using drag and drop facilities. 3. The interface shall be easy to use so that Process owners can change the business process as and when required without any programming knowledge. 4. The system shall provide inbuilt facility to design Custom forms that can be attached at one or more stages of workflow. 5. The system shall provide facility to define custom triggers like Emails, on predefined conditions. 7. System shall provide a facility to configure dashboard for individuals as per User Role or Group. 8. The proposed Workflow Solution should be BPMN, BPMN 2.0 & BPEL compliant. **The acceptance of the above point ensures the participation of globally recognized, Organization-of-the-breed, industry standard solution providers**	
118		6.2.1.4. Design and Solution Architecture	53	b. The design and development of the complete Unified IT Ecosystem application shall be carried out keeping in mind user-base of approx. 10,000 with a year-on-year growth of 5% and concurrent user base up to 500 users.	In respect to the mentioned statement, it's understood that the mentioned user volume is applicable to entire IT Eco-System Project. In line of that, requesting TRAI to confirm the following, 1. Total Number of Users for Workflow Management System where departmental users will login into the application, validate the work-item and approve/reject the acse with respective notes or comments. 2. Approximate User Concurrency (Average number of logged-in users, in one given point of time) for Workflow Management System with above mentioned use case.	1. The estimated number of such internal users is approximately 350–400. 2.The expected concurrent usage for the Workflow Management System is estimated to be around 100 users at any given point in time. This may vary based on workload peaks and

						internal processing cycles.
119		6.2.1.4. Design and Solution Architecture	53	b. The design and development of the complete Unified IT Ecosystem application shall be carried out keeping in mind user-base of approx. 10,000 with a year-on-year growth of 5% and concurrent user base up to 500 users.	As we understood that TRAI intends to have a Low Code based, Configurable Workflow Management System for automating various data & document oriented processes, requesting TRAI to incorporate the following workflow qualification criteria in respective section of RFP, **"The OEM of the product for Low Code Workflow should exist in the leading analyst reports like Gartner and Forrester for Enterprise Low Code Application Platform/Digital Process Automation Software 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.	No change. As per RFP
120		6.2.2.1. Development of the Unified IT Ecosystem	56	a. ……. The overall Unified IT Ecosystem setup shall be implemented in following environments i.e. i) Development environment ii) UAT environment iii) Production environment	Please confirm whether the following environments will be required in mentioned clusterd or non-clustered mode, i) Development Environment (Non-Clustered or Stand Alone) ii) UAT Environment (non-Clustered or Stand Alone) iii) Production Environment (Active-ACtive Clustering)	The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
121		6.2.1.4 - Design and Solution Architecture	54	h. The SP shall develop the solution using a suitable open-source technology platform except internal module for which COTS products are preferred, including tools that meet the requirements of TRAI for the Unified IT Ecosystem. The SP shall be responsible for maintaining all support and updates for the proposed open-source technology and other software.	COTS products are preferred for internal modules Will the cost of COTS licenses be borne by the TRAI or the vendor (SP)?	The cost shall be borne by the Service Provider and shall included in the financial proposal; however, all licenses shall be procured in the name of TRAI. Kindly refer section 13.3.2.1."Capex Cost".
122		6.2.2.1. Development of	56	a. ……. The overall Unified IT Ecosystem setup shall be	Could you provide details about the testing environment?	The bidder is required to propose

		the Unified IT Ecosystem		implemented in following environments i.e. i) Development environment ii) UAT environment iii) Production environment		the most suitable solution that fully meets the scope defined in the RFP.
123		6.2.1.4. Design and Solution Architecture	56	o. Proprietary software must be supported in terms of upgrades, bug fixes, functionality enhancements and patches to cater to changes to statutory requirements by their respective OEM for the entire duration of the contract plus 6 months after end of contract.	1. For functionality enhancements, please clarify the mechanism for handling Change Requests (CRs) during the 5-year O&M. Will CRs be treated as paid items? 2. Will there be a cap (e.g., man-hours or % of contract value) for free enhancements under O&M? Beyond which CR model applies?	As per RFP Kindly refer section 12.3.2. "Change Management Process".
124	Section 6.2.2.	6.2.2.1. Development of the Unified IT Ecosystem	57	c. The SP is responsible for sizing and procuring the necessary software licenses, if applicable, as per the functional requirements provided in the RFP. All such licenses shall be in the name of TRAI. …….	Request TRAI to kindly clarify whether the cost of procuring software licenses shall be borne by the Service Provider (SP) or reimbursed separately by TRAI. Additionally, if the procurement of all required software licenses, network, and hardware infrastructure is to be undertaken by the SP, kindly confirm whether these costs should be included in the financial proposal submitted by the bidder.	The cost shall be borne by the Service Provider and shall included in the financial proposal; however, all licenses shall be procured in the name of TRAI. Network and hardware cost if any Shall be included in section 13.3.2.Capital Cost and 13.3.3.2."Cloud Cost (During Maintenance Phase after warranty period)" (cloud cost) as per the RFP scope.
125		Section 6.2.2.2	67	8. …… The integration with the external entities may	It is requested to elaborate on the possible changes there can be.	At this stage, the specific nature or

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				change as per the business requirements of TRAI. ……		extent of changes cannot be predefined. Any such changes or additional integration requirements, if needed will be discussed during the requirement gathering phase.
126		6.2.2.1. Development of the Unified IT Ecosystem	57	h. The SP shall follow DevOps principles (CI/CD, distributed version management) and shall deploy tools and processes required for the same.	Do you have CICD tool that can be reused or expected to propose new tool sets	No CI/CD tool currently available, the bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
127		6.2.2. Development and Implementation	57		Do we need to just integrate existing portals/apps or are we expected to revamp/rebuild/improvise their functionality and UI/UX as well (Tariff filing, DND, MySpeed, MyCall)	As per RFP Kindly refer section 10.8. "Integration of Existing Portals and Mobile Applications".
128	Section 6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	6.2.2.2. 3. Common Support Services Group	61	a. Chat bot: A chatbot shall be deployed on the public-facing portal to provide automated support for user queries. It will handle basic interactions using pre-approved responses within the system. It should have an AI/ML capability.	Request TRAI to kindly clarify whether the term "pre-approved responses within the system" refers to a static set of manually curated responses approved in advance, or if the responses may also be dynamically generated by the AI/ML engine within defined regulatory and linguistic guidelines. This clarification will help in designing the appropriate Natural Language Processing (NLP) and training models architecture.	The system may use pre-approved static responses as well as dynamically generated responses by the AI/ML engine.
129		6.2.2.2. Indicative Unified IT Ecosystem	63	i. Data Collection & Management: MIS shall support Centralized storage and management of structured and unstructured	Request TRAI to kindly clarify the following technical aspects related to data source integration and volume to ensure accurate system sizing, infrastructure design, and scalability planning: 1. Please provide an estimate of the number of internal	1. All the data sources are internal from the TRAI existing applications. List of

#		Section		Clause / Provision	Query / Clarification Sought	TRAI Response
		Solution Architecture		data. Integration with multiple data sources, including manual entry, APIs, and automated data feeds. Real-time data updates and validation mechanisms.	and external data sources expected to be integrated during the migration to the Unified IT Ecosystem. 2. Kindly share the current volume of historical data (in GB/TB and number of records), as well as the anticipated incremental data load (daily/monthly/yearly). 3. If available, please provide an approximate distribution of data volume per source system to support precise capacity planning. 4. Kindly confirm the update frequency of various source systems (e.g., near real-time, daily batch, weekly sync), to plan ingestion pipelines accordingly.	applications will be shared with the selected bidder during requirement gathering phase. 2. As per RFP Kindly refer section 6.2.7.2."Data Migration" for current volume of data. Incremental data load may be considered as 3-4 TB approx. per year. 3. Not available 4. Updated frequency of various source systems is daily/weekly /monthly/quarterly.
130		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	60	e. Cloud Management: Cloud management is a critical aspect of the solution, the SP would use the cloud management platform with the support of the Cloud Team and for managing the cloud services including compute, network, storage, security for effective monitoring and management of the same.	Request TRAI for the following clarifications to accurately scope and provision the solution: 1. Will the cloud infrastructure be provisioned as a fully managed service (inclusive of compute, storage, network, and security), or is the Service Provider expected to independently set up, configure, and manage all cloud services within a hosting environment? 2. Is there any preferred Cloud Service Provider (CSP) from the MeitY-empaneled list that TRAI mandates for this engagement or may the Service Provider propose a CSP based on technical suitability, security, scalability, and cost-efficiency? 3. Post-deployment, will the Service Provider be solely responsible for cloud administration and operations, or will this responsibility be shared with TRAI's internal Cloud Team?	1. As per RFP Kindly refer section 6.2.7.1. "Hosting" for further clarification. 2. No, TRAI does not mandate any specific CSP. The Service Provider is responsible for selecting a suitable MeitY-empanelled CSP and based on technical and commercial considerations and as per the scope in RFP. Kindly refer

						section 6.2.7.1. "Hosting". 3. Service Provider will be solely responsible for cloud administration and operations post deployment and Go-Live. During the contract period, SP shall take prior approval from TRAI for any migration required. As per RFP Kindly refer section 6.2.7.1. "Hosting".
131		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	61	d. Email & SMS Integration: The proposed system will be integrated with the email gateway and SMS gateway services to send emails and SMS according to TRAI's requirements for automated notifications and alerts. The SP will need to integrate these services and provide the necessary SMS and email capabilities. Additionally, an authenticated SMTP mail service shall be integrated.	Request TRAI to clarify the following: 1. Will the cost associated with usage of the Email Gateway, SMS Gateway, and authenticated SMTP mail service—including all transactional and usage charges—be borne by TRAI, or is the Service Provider (SP) expected to provision and include these costs within the quoted commercial proposal? 2. Please confirm the expected volume of email and SMS notifications triggered by the system on a daily/weekly/monthly basis to allow accurate sizing and cost estimation.	All the SMS and Email services related charges shall borne by selected bidder for the services required and same shall be included in the financial bid.
132		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	61	e. API Gateway: As a core architecture principal TRAI Unified IT Ecosystem is planned to be built on Microservices based APIs to the extent possible; additionally, all integrations	Request TRAI to provide the following clarifications to support accurate architecture and capacity planning: 1. Approximate number of APIs expected to be developed and exposed by TRAI systems. 2. Expected number of APIs to be consumed from external systems. 3. Indicative list of external systems, stakeholders, or	The APIs to be exposed shall be based on the stakeholders identified in the RFP. Kindly refer to

				and information exchange with external applications shall also be enabled using APIs. This component shall offer all capabilities required for managing consumers of APIs exposed by TRAI and producers of APIs exposed by external systems for TRAI. It shall also offer capabilities like monitoring and metering of APIs; the most critical element enabling this interconnected Ecosystem	government platforms anticipated to interact with these APIs for integration and data exchange purposes.	Section 10. "Functional Requirement Specifications" and Section 6.2.2.2. "Indicative Unified IT Ecosystem Solution Architecture for further details".
133		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	62	g. Payment Gateway: SP shall be responsible for engaging payment gateway service provider.	Request TRAI to clarify whether the transaction charges, integration costs, and recurring service charges associated with the Payment Gateway (such as those from CCAvenue, BillDesk, Razorpay, etc.) are to be borne entirely by the Service Provider (SP) under the contract scope, or if TRAI will directly bear or reimburse these charges separately	The payment gateway service provider by SP will be finalized in consultation with TRAI, and TRAI will bear the associated charges.
134		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	62	g. ………. Monthly Transaction reports to be generated for payment tracking and reconciliation purpose. ………….	Request TRAI to share the estimated volume of financial transactions expected per month (or per day).	The payment gateway service provider by SP will be finalized in consultation with TRAI, and TRAI will bear the associated charges.
135		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	62	g. ………. The proposed payment gateway by the SP must be compatible with and integrated into at least two nationalized banks (or private bank). ……	Request TRAI to confirm the names of the nationalized and/or private banks with which integration is expected, to ensure the proposed payment gateway's compatibility and readiness with the target banking systems	The bidder is expected to ensure that the proposed payment gateway is compatible with commonly used nationalized and private banking systems.

| 136 | | 6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture | 61 | b. 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. | Request TRAI to clarify the following with respect to the Document Repository requirement: 1. What is the estimated volume and types of documents (e.g., notifications, orders, circulars, representations) to be ingested during the pilot phase and at full rollout? 2. Will TRAI provide an existing Document Management System (DMS) for this purpose or is the Service Provider expected to provision and implement a DMS as part of the solution? 3. Are there any mandatory specifications regarding document classification, metadata tagging, indexing, or formatting to ensure compatibility with the AI Query Assistant and overall IT ecosystem? | 1. All types of documents like Notifications, Regulations, Orders, Circulars, Reports, Notifications, Publishing, RTI etc. 2. SP is expected to provision and implement a Document Management System (DMS) as part of the overall solution. 3. The bidder is expected to propose the most suitable solution aligned with the RFP scope. |
| 137 | | 6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture | 62 | h. Digital Signature: The digital signature solution will enable applications/systems to digitally sign documents/Letters/Notices for ensuring the integrity & authenticity of the content generated/ exchanged on the TRAI Unified IT Ecosystem. Digital signature certificates will primarily be enabled for approvers and officials responsible for generating signed documents and will be provided by SP. The digital signature system can also be used as an additional factor | Request TRAI to clarify the following points related to the Digital Signature Certificate (DSC) integration and provisioning as part of the Unified IT Ecosystem: 1. Please confirm whether the cost of procuring Digital Signature Certificates (DSCs) for TRAI officials, including hardware tokens (e.g., ePass, SafeNet), licenses, or integration with CCA-approved Certifying Authorities, is to be borne by the Service Provider (SP) or will be reimbursed separately. 2. Will the digital signature functionality require USB-based tokens for every official, or should the SP provision a token-less, cloud-based eSign solution (such as integration with NIC's eSign API)? 3. Is there a specific class of Digital Signature Certificate (Class 2, Class 3, or Aadhaar-based eSign) that TRAI prefers to be implemented for various user roles? 4. Please share the estimated volume and frequency of documents expected to be digitally signed individually or in bulk (e.g., orders, approvals, official notifications), to | TRAI will use existing DSC/e-sign and SP needs to develop and implement the solution compatible with all classes of DSCs/e-sign for TRAI and stakeholders. |

				of authentication for TRAI users depending on the role. TRAI should support bulk as well as individual signing of documents. The Unified IT Ecosystem is envisaged to be integrated with Digital Signature for providing Digital Signing of documents, orders, approvals etc.	support appropriate sizing and performance of the solution.	
138		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	67	9. External Integration	Request TRAI to clarify the scope of integration with external platforms such as social media, DoT, MIB, etc. 1. Which social media platforms are expected to be integrated? 2. What kind of data will be exchanged with DoT, MIB, or others? 3. Will the data flow be pull-based or push-based?	Bidder may propose solution based on the RFP scope. The exact number of social media platforms to be integrated and data push/pull will be finalized during the requirement gathering phase.
139		6.2.2.2. (4. a) Master Information Layer (MIS)	63	i. Data Collection & Management: MIS shall support Centralized storage and management of structured and unstructured data.	Please confirm if the analytics to be done considering both structured and unstructured data, as based on that the solutioning will be designed (Data Lake/ datawarehouse)	Details will be discussed during the requirement gathering phase with the selected bidder.
140		6.2.2.2. (3.) Common Support Services Group	62	i. Document Management System (DMS): Unified IT Ecosystem is proposed with an enterprise level document management system to capture, manage, store, preserve, and deliver content and documents with support for all types of content including document management, record management, web content	As understood from the mentioned statement, that TRAI intends to have an Enterprise level, Unified Document Management System for archiving all documents, contents related entire IT Eco-System Project in its Structured Repository with Secured Access Mechanism. **Please confirm if that understanding is correct.**	Yes

				management and digital asset management related to TRAI processes.		
141		6.2.2.2. (3.) Common Support Services Group	62	i. Document Management System (DMS): Unified IT Ecosystem is proposed with an enterprise level document management system to capture, manage, store, preserve, and deliver content and documents with support for all types of content including document management, record management, web content management and digital asset management related to TRAI processes.	In assumption that the above understanding is correct, requesting TRAI to incorporate 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**	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
142		6.2.2.2. (3.) Common Support Services Group	62	i. Document Management System (DMS): Unified IT Ecosystem is proposed with an enterprise level document management system to capture, manage, store, preserve, and deliver content and documents with support for all types of content including document management, record management, web content management and digital asset management related to TRAI processes.	As we understood that TRAI 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 TRAI 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.	No change. As per RFP
143		6.2.2.2.	61	b. Document Repository: Document management	As understood from the RFP that required DMS application should be capable of archiving huge volume of documents	The bidder is required to propose

		(2.) Enterprise Data Layer		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	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.	the most suitable solution that fully meets the scope defined in the RFP.
144		6.2.2.2. (2.) Enterprise Data Layer	61	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 the required DMS needs to be integrated with multiple other solution modules from where documents will be uploaded and viewed using Web API & Web Service based integration methodologies. In that respect, requesting TRAI 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.	Details will be discussed during the requirement gathering phase with the selected bidder.
145		6.2.2.2. (3.) Common Support Services Group	61	b. Business Process Management Workflow: A component to enable configuration of workflows and corresponding rules should be provisioned/ built in overall Architecture for enabling workflow-based processes and manage rules/ configurations for the same across various modules of TRAI. This component would enable seamless process and workflow orchestration for functionalities of TRAI's functional requirements. The Rules manager part of the	As understood from the mentioned statement that the required Workflow Framework should have an in-built Rule Engine Capability through which 'N' number of Business Rules can be created (In Low Code Environment) and configured as per business requirement. The Rule Engine should be capable of defining rules and got associated with multiple Automated Workflows. Also the solution should have the capability to maintain a Rule Repository with Version Management capability inside the application. **Please confirm if that understanding is correct.**	As per RFP The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.

				component should allow configuration business rules and provides the ability to register, define, classify, and manage all the rules, verify consistency of rules definitions through parameterized inputs. The workflow process should be designed with a configurable frontend architecture, enabling users with an admin role to add or remove levels and permissions as needed at Division Nodal Officer level also.		
146		6.2.2.2. (3.) Common Support Services Group	61	b. Business Process Management Workflow: A component to enable configuration of workflows and corresponding rules should be provisioned/ built in overall Architecture for enabling workflow-based processes and manage rules/ configurations for the same across various modules of TRAI. This component would enable seamless process and workflow orchestration for functionalities of TRAI's functional requirements. The Rules manager part of the component should allow configuration business rules and provides the ability to register, define, classify, and manage all the rules, verify consistency of rules	In order to ensure the participation of Industry Standard Solution Providers, requesting TRAI to incorporate the following specifications of integrated Business Rule Engine, 1. Rule engine should empowers the business user to apply business rules, or modify the business logic, without the need for any programming activity. 2. Business rule engine should defined input and output, and when invoked, executes an associated rule service. Rule engine provides a complete set of tools to create, maintain, and integrate rules, using an intuitive interface that makes application of these rules simple. 3. Rule Engine should have version management capability i.e. To maintain 'N' number of version of different ruleset. 4. Rule studio should be complete Web-based environment for design, definition, testing, rule management operations, and deployment of rules. Rules, designed using rule studio, should be stored in a rule repository. 5. Rule studio allows rights-based rule editing. The ease of working with rule studio allows even a nontechnical user to work efficiently, thus, eliminating the need of IT staff to create or edit a rule every time a change is required.	As per RFP The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.

				definitions through parameterized inputs. The workflow process should be designed with a configurable frontend architecture, enabling users with an admin role to add or remove levels and permissions as needed at Division Nodal Officer level also.		
147		6.2.2.2. (1.) Infra/Cloud Layer	59	d. Business Continuity Solution: A business continuity solution should be provisioned for maximum uptime of TRAI IT services. An industry-leading Disaster Recovery (DR) solution should be provisioned, to automate and orchestrate failover and fallback of workloads, ensuring minimal downtime in cases of disaster.	Kindly confirm if that DR Environment will be 100% Replica of Production Environment. **Please confirm.**	The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
148		6.2.2.2. (3.) Common Support Services Group	61	e. API Gateway : As a core architecture principal TRAI Unified IT Ecosystem is planned to be built on Microservices based APIs to the extent possible; additionally, all integrations and information exchange with external applications shall also be enabled using APIs. This component shall offer all capabilities required for managing consumers of APIs exposed by TRAI and producers of APIs Reporting, Analytics and Process	What is TPS requirement at Gateway level.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP

				Automation exposed by external systems for TRAI.		
149		6.2.2.2. (3.) Common Support Services Group	61	e. API Gateway : As a core architecture principal TRAI Unified IT Ecosystem is planned to be built on Microservices based APIs to the extent possible; additionally, all integrations and information exchange with external applications shall also be enabled using APIs. This component shall offer all capabilities required for managing consumers of APIs exposed by TRAI and producers of APIs Reporting, Analytics and Process Automation exposed by external systems for TRAI.	Can you please provide total number of inbound interfaces and outbound interfaces	As per RFP Kindly refer section 6.2.1."Project Plan, System Study, Requirement Gathering and SRS Preparation" and section 10. "Functional Requirement Specifications". Further details will be addressed during the requirement gathering phase with the selected bidder
150		6.2.2.2. (3.) Common Support Services Group	61	e. API Gateway	Do you have existing API Gateway? Please provide details	No existing API Gateway in TRAI.
151		6.2.2.2. (3.) Common Support Services Group	62	h. Digital Signature : The digital signature solution will enable applications/ systems to digitally sign documents/ Letters/ Notices for ensuring the integrity & authenticity of the content generated/ exchanged on the TRAI Unified IT Ecosystem.	Do you have existing digital signature solution that can be reused?	TRAI will continue using its existing DSC/e-sign framework. The Service Provider is required to design and implement a solution that is fully compatible with all classes of DSCs and e-sign mechanisms, ensuring seamless

						integration for TRAI and its stakeholders.
152		6.2.2.2. (4.) Master Information Layer (MIS)	63	i. Data Collection & Management	Does data collection includes video/ audio files as well?	The current TRAI system's data collection process does not include video or audio files.
153		6.2.2.2. (4.) Master Information Layer (MIS)	63	i. Data Collection & Management: MIS shall support Centralized storage and management of structured and unstructured data. Integration with multiple data sources, including manual entry, APIs, and automated data feeds.	Do you expect data crawling mechanism for automated data feeds?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
154		6.2.2.2. (4.) Master Information Layer (MIS)	63	ii. Reporting & Analytics: Solution shall support Customizable and pre-configured reports (daily, weekly, monthly).	Kindly provide volumetrics for total reports to be generated? How much daily, weekly and monthly volume?	The data from stakeholders are collected on daily/monthly/quarterly/half yearly/ yearly. Kindly Refer Section 6.2.1.3."Software Requirements Specifications (SRS) Preparation" and 10."Functional Requirement Specifications" and .Further details will be addressed during the requirement gathering phase with the selected bidder.
155		6.2.2.2. (6.) Access Channel Layers	63	TRAI has been envisioned to have a web-based application	We assume information dissemination a new portal to be built and that will be supported on web brower and mobile broweser. Please confirm	As per RFP Kindly Refer section 6.2.2."Development

				for enabling the users to perform the various business functions.		and Implementation".
156		6.2.2.2. (6.) Access Channel Layers	63	TRAI has been envisioned to have a web-based application for enabling the users to perform the various business functions.	Please help number of screens to be built? How many screens are static in nature and how many screens are in dynamic?	The functional requirement is already covered under RFP , Additionally TRAI is expecting system should be dynamic . Further details will be addressed during the requirement gathering phase with the selected bidder
157		6.2.2.2. (7.) Enterprise IT Security Management & Governance Layer	64	7. Enterprise IT Security Management & Governance Layer	We presume exising LDAP, Identify & Access Management, data encryption hardware devices to be used. Please confirm.	There are no existing LDAP, Identity and Access Management (IAM) systems, or data encryption hardware devices currently in TRAI.
158		6.2.2.2. (9.) External Integration	67	Service Providers (ISP, TSP, Broadcasters etc.) b. DSC Service Provider c. SMS Gateway d. Email Gateway e. Payment Gateway	Kindly provide Service provider details.	The relevant details will be shared with the selected bidder. Additionally, the selected bidder is required to integrate systems mentioned in the RFP, in accordance with the defined scope
159		6.2.2.2. (9.) External Integration	67	TRAI would have external integration with other systems and agencies.	Kindly provide mechanism to exchange the data with external systems and agencies.	The existing application shall be integrated using APIs and

						authenticated access with comprehensive IT ecosystem. Further Details will be shared during requirement gathering phase to the selected bidder.
160		6.2.2.2. (9.) External Integration	67	TRAI would have external integration with other systems and agencies.	What are the maximum file size supported?	Details will be shared with selected bidder during the requirement gathering phase.
161		6.2.2.2. (9.) External Integration	67	TRAI would have external integration with other systems and agencies.	Kindly provide number of external interfaces	As per RFP Kindly refer to Section 10."Functional Requirement Specifications" and Section 6.2.2.2. "Indicative Unified IT Ecosystem Solution Architecture" for further details. Further Details will be shared during requirement gathering phase to the selected bidder.
162		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	58	An indicative Unified IT Ecosystem Solution Architecture	All boxes in architecture diagram are green field development and part of this RFP?	Yes. As per RFP

163		6.2.2.2. Indicative Unified IT Ecosystem Solution Architecture	58		what would be underlying infra for these bozes ? IaaS/PaaS/SaaS/On-prem?	The functional requirement is already covered under RFP. The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
164		6.2.2.2. (2.) Enterprise Data Layer	60	The data layer will standardize the mechanisms for managing data and documents across all TRAI services.		Yes
165		6.2.2.2. (2.) Enterprise Data Layer	60	The data layer will standardize the mechanisms for managing data and documents across all TRAI services.	Is this the centralized data repository which will act as single source of information for generating MIS reports across all business functions?	Yes
166		6.2.2.2. (2.) Enterprise Data Layer	61	c. Reporting database: TRAI Unified IT Ecosystem is proposed with a comprehensive reporting requirement with the ability to provide pre-defined and real-time custom reports.	We understand that Reporting database would be part of the overall Enterprise data layer. Please confirm	As per RFP refer section 6.2.2.2."Indicative Unified IT Ecosystem Solution Architecture".
167		6.2.2.2. (2.) Enterprise Data Layer	61	c. Reporting database: To ensure there is no performance impact on transactional database, reporting is envisioned to be running from the data replication copy of that transactional database.	Please confirm that the data replication from transactional database is a consolidated single database and not separate replicated database for each system	Yes
168		6.2.2.2. (2.) Enterprise Data Layer	61	c. Reporting database: To ensure there is no performance impact on	a) Is the data replication from existing sources required to be done on real time?	a) Yes, Kindly refer section 10."Functional

			transactional database, reporting is envisioned to be running from the data replication copy of that transactional database.	b) Please confirm if there any any tools/ CDC tool for data replication from existing sources that can be leveraged?	Requirement Specifications". b) No, The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
169		6.2.2.2. (2.) Enterprise Data Layer	61	c. Reporting database: To ensure there is no performance impact on transactional database, reporting is envisioned to be running from the data replication copy of that transactional database.	Please confirm if there is any ETL tool being used to replicate the data from transaction databases currently	No
170		6.2.2.2. (3.) Common Support Services Group	61	d. Email & SMS Integration: The proposed system will be integrated with the email gateway and SMS gateway services to send emails and SMS according to TRAI's requirements for automated notifications and alerts.	Please share the email and SMS gateway services implemented at TRAI currently	Details will be shared to the selected bidder during requirement gathering phase.
171		6.2.2.2. (4.) Master Information Layer (MIS)	63	i. Data Collection & Management: MIS shall support Centralized storage and management of structured and unstructured data. Integration with multiple data sources, including manual entry, APIs, and automated data feeds. Real-time data updates and validation mechanisms.	a) Please share what kind of unstructured data needs to be ingested into this platform. b) What are the use case for unstructured data processing? c) What is the volume of unstructured data that needs to be ingested and stored in the data platform	Details will be shared to the selected bidder during requirement gathering phase.
172		6.2.2.2.	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by	Is this the same as section 2. Enterprise data layer?	As per RFP Kindly refer section 6.2.2."Development

		(4.) Master Information Layer (MIS)		deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS		and Implementation".
173		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS	Please provide a comprehensive list of source systems from which data needs to be integrated into the Data Platform.	Details will be discussed during the requirement gathering phase with the selected bidder
174		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS	For each of the Source Systems that need to be integrated, please provide the following details; a) How many feeds/tables from the source system needs to be integrated into the data platform? b) What will be the frequency in which the incremental data needs to be loaded into the data platform? c) What is the format(File extract/database read/APIs) in which the data will be shared to be loaded into the data platform? d) What is the average and peak size of such data feeds? e) What is the volume and years of data that needs to be brought into the data platform? f) Is there any preference for cloud service provider to build data platform?	Details will be discussed during the requirement gathering phase with the selected bidder.
175		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology	Is there any real time data integration required for any reports? Please share the use case for the same	Yes, Details will be discussed during the requirement gathering phase with the selected bidder.

				landscape and other solutions, including:MIS		
176		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS	What is the daily incremental data volume that will get ingested to reporting and data platform	Details will be shared to the selected bidder during requirement gathering phase.
177		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS	What is Y-o-Y data growth that needs to be considered for sizing the reporting and data platform	Data is expected at approximately 3 to 4 TB approx. annually.
178		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across the TRAI technology landscape and other solutions, including:MIS	What would be the ETL time window available to load and process the data for the MIS platform	Details will be shared to the selected bidder during requirement gathering phase.
179		6.2.2.2. (4.) Master Information Layer (MIS)	63	TRAI Unified IT Ecosystem shall enable data-driven decision-making by deploying an efficient reporting system. This system will provide key capabilities common across	Does TRAI wants us to leverage any of the existing technology stack - Database, ETL, BI Tool for the reporting/MIS database?	No

				the TRAI technology landscape and other solutions, including:MIS		
180		6.2.2.2-3. a 3. Common Support Services Group	61	a. Chat bot: A chatbot shall be deployed on the public-facing portal to provide automated support for user queries. It will handle basic interactions using pre-approved responses within the system. It should have an AI/ML capability.	For Chatbot, for supporting advanced querying and interaction do we have any restrictions for usage of LLM & Embedding Models? (open or proprietary)	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.
181		6.2.2.2. (8.) Enterprise Integration Layer	67	The integration layer shall act as a bridge between the external and internal Applications and provide integration backbone for internal solution stack. TRAI Unified IT Ecosystem shall have integration capabilities that will be used to integrate various internal and external stakeholders. As a core Architecture principal TRAI Unified IT Ecosystem is planned to be built on Microservices based APIs to the extent possible; additionally, all integrations and information exchange with external applications shall also be enabled using APIs. This component shall offer all capabilities required for managing consumers of APIs exposed by TRAI and producers of APIs exposed by external systems for TRAI.	Please Specify: 1. Mode of integration for each instance would be through API only. Whether any other mode is envisaged?	The functional requirement & Scope is already covered under RFP. Further details will be addressed during the requirement gathering phase with the selected bidder

				It shall also offer capabilities like monitoring and metering of APIs; the most critical element enabling this interconnected Ecosystem. The integration requirements using these components and beyond (if required) are detailed in the Integration requirement section.		
182		6.2.2.2. (9.) External Integration	67	TRAI would have external integration with other systems and agencies. The proposed new application would have interface with other internal and external systems for data transfer and validation purposes. This layer specifies various external interfaces required for TRAI solutions. The integration with the external entities may change as per the business requirements of TRAI. Some of the external integration interfaces identified are mentioned below: a. Service Providers (ISP, TSP, Broadcasters etc.) b. DSC Service Provider c. SMS Gateway d. Email Gateway e. Payment Gateway f. Social Media g. DoT, MIB, other external entities etc.	Please Specify: 1. External portals/ modules with which integration desired is mentioned. Whether any change in the integration count is envisaged? Ex.: 2 payment gateway integrations would be considered for sizing purposes. Integrations over and above would be taken up as a change request route.	The functional requirement & Scope is already covered under RFP. Further details will be addressed during the requirement gathering phase with the selected bidder

183		6.2.2.2. (3.) Common Support Services Group	62	k. Helpdesk and Ticketing: A common Helpdesk solution shall be used across TRAI Unified IT Ecosystem between TRAI users and IT support teams for resolution of any queries, incidents, events, service requests etc. Helpdesk solution should incorporate latest features and technology capabilities such as Contact Centre, remote desktop support.	We understand that standard service management modules viz., incident , problem, change , Service request management & CMDB along with knowledge management is expected. Request to add if any other modules are required.	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.
184		6.2.2.2 (1.) Infra/Cloud Layer	60	j. Database: NoSQL may be used on a case-by-case basis, depending on the specific project requirements.	Database: Please provide more details about NoSQL environment for new ecosystem	Details will be shared with Selected bidder during requirement gathering phase.
185		10.6. Consultation Process	181	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	1. What categories of APIs will the Kong Gateway be managing (e.g., internal microservices, external partner APIs, citizen-facing endpoints)? 2. Are there specific business workflows that require traffic mediation, API routing, or transformation at the gateway level? 3. Should the Kong OSS Gateway be deployed in a high-availability cluster within the private cloud? 4. Will the gateway sit at the edge of the network or only manage internal microservices traffic? 5. What API authentication/authorization methods are expected to be implemented (e.g., OAuth2, API Key, JWT, mTLS)? 6. Are there compliance mandates that require IP whitelisting, rate-limiting, or geofencing at the API gateway layer? 7. Should Kong be integrated with an existing IAM or LDAP/AD system for policy enforcement? 8. What is the desired strategy for API documentation and discovery (e.g., Swagger/OpenAPI integration)? 9. Will TRAI require custom plugins to be developed in Lua,	1.Gateway will manage all categories. 2. Yes 3. Yes 4. Gateway will sit at the edge of the network to manage both internal and external API traffic. 5. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 6. Yes, compliance mandates will require IP whitelisting, rate-limiting, and

					Go, or other languages for specialized logic or policy enforcement? As there is a limited set of plugins that can be readily applied in Kong OSS 10. Are there specific open-source Kong plugins that must be included (e.g., Rate Limiting, CORS, ACL, Request Transformer)? 11. What is the required level of observability—is integration with tools like Prometheus, Grafana, or ELK expected for real-time monitoring? 12. Should API logs and metrics be pushed to a centralized logging system within the private cloud? 13. What is the expected throughput (requests per second) and latency requirements for API calls? 14. Who is expected to manage API registration, consumer onboarding, and access control—TRAI internal staff or the system integrator? 15. Will Kong need to integrate with other components like AI/ML inference APIs, reporting dashboards, or legacy SOAP services? 16. Are there message format translation needs (e.g., JSON to XML and vice versa)?	possibly geofencing to secure access to sensitive APIs. 7.There is currently no IAM or LDAP/AD system in place. 8. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 9. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 10.The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 11.The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 12. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 13. The bidder is expected to propose the most suitable solution that aligns

						with the scope outlined in the RFP. 14.The selected bidder will manage. 15. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 16. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
186			6.2.2.2: (1.) Infra/Cloud Layer	60	f. Continuous Integration and Continuous Delivery (CI/CD)	CI/CD implementation tools to be brought by vendor or will we leverage TRAIs. Do TRAI has any CI/CD tools which can be leveraged	TRAI currently does not have a CI/CD toolset in place. The selected bidder is required to implement tools best suited to the RFP scope.
187			6.2.2.2: (3.) Common Support Services Group	62	k. Helpdesk and Ticketing	Is TRAI looking at a dedicated ITSM tool?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
188			6.2.2.2	66	i. IT Monitoring Services:	Is TRAI looking at a dedicated Monitoring tool?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
189			6.2.2.2	59	An industry-leading Disaster Recovery (DR) solution should be provisioned, to	To automate and orchestrate failover and fallback of workloads, ensuring minimal downtime in cases of disaster	The bidder is expected to propose the most suitable

		(1.d) Business Continuity Solution		automate and orchestrate failover and fallback of workloads, ensuring minimal downtime in cases of disaster. For the hosted workloads should include the fault tolerance of solution components, backup & recovery of data and services and data replication. The DR will ideally be hosted on Cloud. To achieve business continuity the SP shall provision for hosting and a multi zone DC DR setup should be implemented in the cloud.	we will need to use a DR Automation tool. Can we include DR Automation tool to the solution?	solution that aligns with the scope outlined in the RFP.
190		6.2.2.2. (1. d) Business Continuity Solution	59	A business continuity solution should be provisioned for maximum uptime of TRAI IT services. An industry-leading Disaster Recovery (DR) solution should be provisioned, to automate and orchestrate failover and fallback of workloads, ensuring minimal downtime in cases of disaster.	Kindly confirm the expected percentage of the primary DC infrastructure (compute, storage, and network) that should be provisioned at the Disaster Recovery (DR) site. Is there any guideline or benchmark from TRAI for DR sizing?"	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.
191		6.2.2.2. (7. b) Identity & Access Management	64	Identity & Access Management: The platform should have the capability to define policies and enforce implementation of identity & role management and access authentication & authorization. These will comprise a range of	Please provide Number of users (TRAI / 3rd party) using the existing IAM solution.	There is no existing IAM solution in TRAI. .New IAM solution will be proposed by bidder meeting the RFP scope.

				technologies to manage user authentication, authorization, and accounting. The primary objective of such capability shall be to maintain user identity, roles, and permissions within the TRAI IT Ecosystem. The identity and access management layer will also be responsible for managing logging mechanisms, authentication mechanisms, and policies for managing privileged users such as system, application, and database administrators by using Privileged Identity/ Access Management.		
192		6.2.2.2. (7. b) Identity & Access Management	64	Identity & Access Management: The platform should have the capability to define policies and enforce implementation of identity & role management and access authentication & authorization. These will comprise a range of technologies to manage user authentication, authorization, and accounting. The primary objective of such capability shall be to maintain user identity, roles, and permissions within the TRAI IT Ecosystem. The identity	We understand the requirement privileged access to administrators. Please share the count of priveldged users to whom PAM solution is required. Also please share the count of servers, Databases, applications etc to size this solution.	Details will be discussed during the requirement gathering phase with the selected bidder.

				and access management layer will also be responsible for managing logging mechanisms, authentication mechanisms, and policies for managing privileged users such as system, application, and database administrators by using Privileged Identity/ Access Management.		
193		6.2.2.2. (7. f) Security Operations Center:	65	Security Operations Center: To ensure robust cybersecurity and cyber crisis management, implement real-time monitoring of systems, networks, and applications to quickly detect and respond to suspicious activities. This includes containing and eradicating threats to maintain business continuity, addressing vulnerabilities to minimize attack surfaces and to strengthen overall security.	WE understand the requirement for SOC SIEM. Please provide the below details to solutoins SOC and SIEM Kindly share the number EPS or Gb/day consumption. Number of servers, network devices (switches, routers, Firewall, LB)	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
194		6.2.2.2. (7. b) Identity & Access Management	64	The platform should have the capability to define policies and enforce implementation of identity & role management and access authentication & authorization.	Who will generate the token in case of application and consumer subscription?	Selected bidder to manage.
195		6.2.2.2 (7. i) Enterprise IT Security Management &	66	Following the principle of "Proactive Monitoring & Response" TRAI Unified IT Ecosystem will offer the	Kindly share tool details	The bidder is expected to propose the most suitable solution that aligns

		Governance Layer		required tools and technologies to enable the following aspects of end-to-end monitoring of the TRAI Unified IT Ecosystem:		with the scope outlined in the RFP.
196		6.2.2.2 (1.) Infra/Cloud Layer	59	d.(i) The DC-DR drill exercise should be planned Quarterly/Half yearly as per the decision of TRAI	Please specify if there is any minimum duration for the system to run on DR site	As per RFP Kindly refer section 6.2.2.2.Indicative Unified IT Ecosystem Solution Architecture Further details will be discussed to the selected bidder during requirement gathering phase.
197		6.2.2.2 (1.) Infra/Cloud Layer	59	d.(i) The DC-DR drill exercise should be planned Quarterly/Half yearly as per the decision of TRAI	Please specify the preferred DR design i.e. Active Active or Active Passive	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP
198		6.2.2.2. (3.) Common Support Service Group	61	d. Email & SMS Integration: The proposed system will be integrated with the email gateway and SMS gateway services to send emails and SMS according to TRAI's requirements for automated notifications and alerts. The SP will need to integrate these services and provide the necessary SMS and email capabilities. Additionally, an authenticated SMTP mail service shall be integrated.	Please confirm if the charges of Email and SMS delivery will be borne by TRAI	All the SMS and Email services related charges shall borne by selected bidder for the services required and same shall be included in the financial bid
199		6.2.2.2.	62	k. Helpdesk and Ticketing: A common Helpdesk solution shall be used across TRAI	Please confirm if the SP needs to integrate with an existing Helpdesk and Ticketing solution at TRAI	No, integration with the existing helpdesk application

		(3.) Common Support Service Group		Unified IT Ecosystem between TRAI users and IT support teams for resolution of any queries, incidents, events, service requests etc. Helpdesk solution should incorporate latest features and technology capabilities such as Contact Centre, remote desktop support.		is not required. The bidder is expected to propose a new helpdesk solution as part of the overall system.
200		6.2.2.2. (3.) Common Support Service Group	62	k. Helpdesk and Ticketing: A common Helpdesk solution shall be used across TRAI Unified IT Ecosystem between TRAI users and IT support teams for resolution of any queries, incidents, events, service requests etc. Helpdesk solution should incorporate latest features and technology capabilities such as Contact Centre, remote desktop support.	Please confirm if an existing ticketing solution can be reused by integration	No, integration with the existing ticketing system is not required. The bidder is expected to propose a new ticketing solution as part of the overall system.
201		6.2.2.2. (3.) Common Support Service Group	62	h. Digital Signature: The digital signature solution will enable applications/ systems to digitally sign documents/Letters/Notices for ensuring the integrity & authenticity of the content generated/ exchanged on the TRAI Unified IT Ecosystem.	Please confirm that the cost of using, purchasing digital signatures would be borne by TRAI	TRAI will use existing DSC/e-sign and SP needs to develop and implement the solution compatible with all classes of DSCs/e-sign for TRAI and stakeholders.
202		6.2.2.2. (3.) Common Support Service Group	61	a. Chat bot: A chatbot shall be deployed on the public-facing portal to provide automated support for user queries. It will handle basic interactions using pre-	Please specify the languages to be supported by the chatbot	Multilingual

				approved responses within the system. It should have an AI/ML capability.		
203		6.2.2.2. (4.) Master Information Layer (MIS)	63	a. Master Information Layer (MIS): MIS is responsible for manifesting a unified representation of the information aspect of a TRAI which shall be provided by its various IT services, applications, and systems enabling TRAI's needs and processes. MIS would enable TRAI officials/ divisions to evaluate, analyze, and process TRAI data to produce meaningful and useful information based on which the management can make decisions.	Please confirm if an existing BI solution will be used for MIS layer	No integration with the existing BI solution is required. The Solution Provider (SP) is expected to propose a new BI solution that aligns with industry standards and supports advanced analytical capabilities.
204		6.2.2.2. (7.) Enterprise IT Security Management & Governance Layer	65	d. Audit & Compliance: Solution for performing periodic audits (both external and internal) to inspect the functioning of all TRAI Unified IT Ecosystem components, comprising of a security audit, quality checks/ compliance, and management of audit compliance SLAs. Vulnerability scanning tools shall be deployed to run infrastructure and application scans.	Please specify the frequency of external audits	As per RFP Kindly refer the section 6.2.12."Third Party Security Audit and Accessibility Audit" and 6.2.13."Third Party Audit".
205		6.2.2.2. (7.) Enterprise IT Security	65	f. Security Operations Center: To ensure robust cybersecurity and cyber	Please confirm if remote/hybrid services for security operations is okay	The bidder is expected to propose the most suitable

		Management & Governance Layer		crisis management, implement real-time monitoring of systems, networks, and applications to quickly detect and respond to suspicious activities.		solution that aligns with the scope outlined in the RFP
206		6.2.2.2. (7.) Enterprise IT Security Management & Governance Layer	65	f. Security Operations Center: To ensure robust cybersecurity and cyber crisis management, implement real-time monitoring of systems, networks, and applications to quickly detect and respond to suspicious activities.	What security incident and event management (SIEM) tools, if any, are preferred or mandated for continuous monitoring and automated incident detection?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP
207		6.2.2.2. (1.) Infra/Cloud Layer	59	a. DevSecOps:	"Please include set of security services in DevSecOps section. 1. **Vulnerability Scanning** - Assess and monitor cloud hosts and remidiate any open ports, or patch unsafe packages. 2. **Threat Intelligence** - Threat Intelligence data which includes vast telemetry, common open source feeds including CrowdStrike 3. **Security Zones**- Policies to secure cloud compartments 4. **Zero Trust Packet Routing** - Configure security attributes on resources and create policies to control communication among those resources in VPC 5. **Certificates**- Create, deploy and manage SSL/TLS certificates 6. **Secret Management**- Centrally manage and control secret credentials such as passwords that protect application access"""	No change. As per RFP
208		6.2.2.2. (3) Common Support Services Group	62	h. Digital Signature :	Can TRAI clarify whether digital signature certificates (DSCs) will be provided by TRAI or if the SP is responsible for procuring and integrating them for all required users? What is tentative no. of users for which DSC is required?	TRAI will use existing DSC/e-sign and SP needs to develop and implement the solution compatible

						with all classes of DSCs/e-sign for TRAI and stakeholders.
209		6.2.2.2. (3) Common Support Services Group	61	d. Email & SMS Integration: The proposed system will be integrated with the email gateway and SMS gateway services to send emails and SMS according to TRAI's requirements for automated notifications and alerts.	Who will bear the Cost of SMS and Email Gateway. IF SP has to bear the cost the please specify the the tentative no. of SMS and Emails to be send during contract period.	SP will bear the cost and further details will be shared during requirement gathering phase.
210		6.2.2.2. (1.) Infra/Cloud Layer	60	ii) Further, SP is required to demonstrate ability of cloud services to be available during the drills as per determined RPO/ RTO. The Recovery Time Objective (RTO) shall be less than or equal to 4 hours. Similarly, the Recovery Point Objective (RPO) shall be less than or equal to 30 minutes.	Ideally, requests for DC and DR is for them to be in different seismic zones. We recommend that the DC and DR may be kept in seismic zone 2 with a min of 500kms distance between them.	No change. As per RFP
211		6.2.2.2. (1.) Infra/Cloud Layer	59	The SP shall deploy the Unified IT Ecosystem on the cloud infrastructure of a MeitY-empaneled Cloud Service Provider and ensure that it is STQC certified.	Does TRAI have a preference for any specific MeitY-empaneled Cloud Service Provider?	As per the RFP, the Service Provider shall utilize a MeitY-empaneled cloud, and the proposed architecture shall be designed to be CSP-agnostic.
212		6.2.2.2. (1.) Infra/Cloud Layer	60	d. Business Continuity Solution : "SP shall provision for hosting and a multi zone DC DR setup should be implemented in the cloud."	Please clarify Multi Zone means two different availability zone which should be miles away and should have separate network and power source and should also be miety empaneled data centers. Wanted to calrify this point as this is the true business continuity solution and align with Miety's Best Practices as well . Pls confirm	Yes
213		6.2.2.2. (1.) Infra/Cloud Layer	61	j. Databases	Database is most important aspects on any cloud infra planning and it needs continuous upgradation as well and that add lot of downtime, Please suggest should SP	The bidder is required to propose the most suitable

					consider Databse as Multi AZ deployment way so that one active and one passive node across miles away zone is there and any failure to one node can seamlessly enable secondary node to take over, this was one can achieve highly available , resilent databse service and each of the DB Node will reside in separate availability zone which will be in separate and miles away miety empaneled DCs.	solution that fully meets the scope defined in the RFP.
214		6.2.2.2. (1.) Infra/Cloud Layer	61	i. Storage :	Industry standard is to have object storage with highly available SLA and enable at least 2 or more copies across different DC. Please confirm	The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
215		6.2.2.2. (3.) Common Support Services Group	61	e. API Gateway	Please confirm do we need to provision HA mode of API gateway since its critical component of overall solution.	Yes
216		6.2.2.2. (1.) Infra/Cloud Layer	59	d. Business Continuity Solution : "SP shall provision for hosting and a multi zone DC DR setup should be implemented in the cloud."	Please clarify Multi Zone means two different availability zone which should be miles away and should have separate network and power source and should also be miety empaneled data centers. Wanted to clarify this point as this is the true business continuity solution and align with Miety's Best Practices as well . Pls confirm	Yes
217		6.2.2.2. (1.) Infra/Cloud Layer	60	j. Databases	Database is most important aspects on any cloud infra planning and it needs continuous upgradation as well and that add lot of downtime, Please suggest should SP consider Database as Multi AZ deployment way so that one active and one passive node across miles away zone is there and any failure to one node can seamlessly enable secondary node to take over, this was one can achieve highly available , resilent databse service and each of the DB Node will reside in separate availability zone which will be in separate and miles away miety empaneled DCs.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
218		6.2.2.2. (1.) Storage	60	i. Storage - Object Storage	Industry standard is to have object storage with highly available SLA and enable atleats 2 or more copies across different DC. Please confirm	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.

219		6.2.2.2. (3.) Common Support Services Group	61	e. API Gateway	Please confirm do we need to provision HA mode of API gateway since its critical component of overall solution.	Yes its required to ensure uninterrupted performance, scalability, and fault tolerance as part of the proposed solution design.
220		6.2.2.2. (1.) Infra/Cloud Layer	60	The provisioning of cloud services over different seismic zones is an important factor in maintaining the business continuity of the solution and underlying services.	We would like to draw your kind attention to the MEITY guidelines, which state that DC & DR should be 100km apart and do not need be in separate seismic zones. The same is enclosed for your perusal (https://ambud.meity.gov.in/assets/web_assets/Includes/files/3.%20Microsoft%20Word%20-%20WI3_DR%20Best%20Practices_28092020%20%281%29.pdf). Therefore, we seek your guidance on whether the MEITY guidelines would take precedence over the clause mentioned in your tender?	As per RFP Kindly refer section 6.2.7.1."Hosting". SP shall need to propose MeitY empaneled cloud service provider for hosting.
221		6.2.2.2. (7.)	64	Enterprise IT Security Management & Governance Layer	Request you to have Cloud native Security solution from a XDR security layer as this will easily integrate with the platform and will provide single dashboard for overall review and onboarding of security services. This will also provide alerts/ notification and guidance for security flaws if any.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
222		6.2.2.2. (1.) Infra/Cloud Layer	60	The provisioning of cloud services over different seismic zones is an important factor in maintaining the business continuity of the solution and underlying services.	We would like to draw your kind attention to the MEITY guidelines, which state that DC & DR should be 100km apart and do not need be in separate seismic zones. The same is enclosed for your perusal (https://ambud.meity.gov.in/assets/web_assets/Includes/files/3.%20Microsoft%20Word%20-%20WI3_DR%20Best%20Practices_28092020%20%281%29.pdf). Therefore, we seek your guidance on whether the MEITY guidelines would take precedence over the clause mentioned in your tender?	As per RFP Kindly refer section 6.2.7.1."Hosting". SP shall need to propose MeitY empaneled cloud service provider for hosting.

223		6.2.7.1. Hosting	72	j. The SP should offer technical support for the cloud environment to ensure optimal performance. This includes resolving any issues related to the operation, maintenance, or rectification to keep the application running smoothly, as authenticated by the TRAI	Request TRAI to clarify the following to help plan the cloud environment effectively: 1. Are there any third-party tools or platforms (e.g., DevOps tools, CI/CD pipelines, security monitoring systems, etc.) that the Service Provider must integrate within the cloud setup? 2. Are there specific bandwidth requirements or secure connectivity expectations such as VPN or VPC peering between TRAI's on-premise infrastructure and the cloud environment?	As per RFP. Kindly refer section 6.2.7.Hosting of the Comprehensive IT Ecosystem on MeitY empaneled Cloud
224		6.2.2.2.	64	7. Enterprise IT Security Management & Governance Layer	Request you to have Cloud native Security solution from a XDR security layer as this will easily integrate with the platform and will provide single dashboard for overall review and onboarding of security services. This will also provide alerts/ notification and guidance for security flaws if any.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
225	Section 6.2.4	6.2.4. API's Management and Usage	68	b. The Service Provider (SP) shall be responsible for developing APIs and for setting up, operationalizing, and maintaining a system to support the indicative functionalities of all modules outlined in this RFP. A full API Life Cycle Management Solution to be provided.	Do you also looking out developer portal aloing with A full API Life Cycle Management Solution	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
226	Section 6.2.4.	6.2.4. API's Management and Usage	68	b. The Service Provider (SP) shall be responsible for developing APIs and for setting up, operationalizing, and maintaining a system to support the indicative functionalities of all modules outlined in this RFP.A full API Life Cycle Management Solution to be provided.	Kindly help the current tech stack used for API. For A full API Life Cycle Management Solution are you ok with a community version or enterprise version (vendor support) is required?	Details will be discussed during the requirement gathering phase with the selected bidder. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP

							and must meet SLAs.
227			6.2.4. API's Management and Usage	68	b. The Service Provider (SP) shall be responsible for developing APIs and for setting up, operationalizing, and maintaining a system to support the indicative functionalities of all modules outlined in this RFP.A full API Life Cycle Management Solution to be provided.	In case of developer portal, will you need internal and external developer portals for internal and external consumners?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
228			6.2.4. API's Management and Usage	68	a. Data exchange between the Unified IT Ecosystem and other Internal/ External Systems shall be carried out preferably through APIs.	For sizing purposes, please specify the number of API requests per day, and the peak TPS of API requests (for each module)	Bidder may propose solution based on number of reports and modules as per RFP scope. The exact number of API to be developed will be finalized during the requirements gathering phase. The majority data from stakeholders are collected on monthly/quarterly/ half yearly/ yearly presently.
229			6.2.4. API's Management and Usage	68	a. Data exchange between the Unified IT Ecosystem and other Internal/ External Systems shall be carried out preferably through APIs.	Please specify the existing APIs, and the volumentrics	The exact number of APIs will be shared to the selected bidder during the requirements gathering phase. The majority data from stakeholders are collected on monthly/quarterly/

						half yearly/ yearly presently.
230	Section 6.2.5. Integration of Data Analytics and Business Intelligence Solutions	6.2.5. Integration of Data Analytics and Business Intelligence Solutions	69	(b)(i) Interactive Dashboards: BI tools shall provide interactive and visually appealing dashboards that present complex data through charts, graphs and maps, enabling users to quickly grasp information.	Request TRAI to clarify the following: 1. What is the expected number of dashboards to be developed as part of the project? 2. Are there any predefined functional areas or modules these dashboards should cover (e.g., user analytics, service uptime, transaction monitoring, complaint redressal, system health, etc.)? 3. Will TRAI provide templates, mockups, or business KPIs to guide dashboard development during the design phase?	1. Bidder may propose solution based on number of reports and modules as per RFP scope. The exact number of dashboards to be developed will be finalized during the requirements gathering phase. 2. As per RFP. 3.TRAI will provide all the necessary reports, data during requirement gathering phase and SP shall design the format of all the dashboard accordingly.
231		6.2.5. Integration of Data Analytics and Business Intelligence Solutions	69	(b)(ii) Customizable Reports: Users should be able to create tailored reports that focus on specific metrics, KPIs, or business areas.	Request TRAI to confirm the following to enable appropriate sizing and reporting framework design: 1. What is the approximate number of KPIs that need to be tracked and reported through the customizable reports? 2. Is there a predefined list of these KPIs available with TRAI? 3. If not, will the Service Provider (SP) be expected to define these KPIs in consultation with TRAI during the project initiation phase?	The tentative numbers of report are mentioned in the Section 10."Functional Requirement" Specifications and all the report (consist of KPIs) will be provided during the requirement gathering phase for detailed analysis. Bidder may propose solution based on

						number of reports and modules as per RFP scope. The exact number of KPIs shall be evaluated during the requirement gathering by SP.
232		Section 6.2.5	69	The proposed BI solution by SP shall not have any cloud dependency	Please clarify if on-premise deployment of BI tools is mandatory, or if cloud-hosted BI tools are acceptable?	BI tool to be installed in proposed cloud environment in TRAI IT ecosystem.
233		Section 6.2.5	69	The indicative users for viewing the data are 50 users and for creating & exploring the data are 14 users.	What is the YoY% increase in the user base for adhoc development and viewers? Also, is there any requirement for sending the reports over email or through any other channel to users other than mentioned 50?	The proposed system should be configurable, scalable and modular as per RFP scope. As per the department's requirements, the system should have the capability to send reports over email or other appropriate channels to users beyond the initially mentioned list of 50, if and when needed
234		Section 6.2.5	69	General	Is there an existing ETL tool or Database available which can be utilized for the development of solution?	No
235		6.2.5.	69	The indicative users for viewing the data are 50 users and for creating & exploring the data are 14 users.	What is user concurrency and Y-o-Y growth of number of users that needs to be considered for BI reports/dashboards	As per RFP Kindly refer 6.2.5."Integration of Data Analytics and Business

						Intelligence Solutions".
236		6.2.5.	69	(a)(iii) Custom Queries: Allowing stakeholders to request specific data analysis based on defined parameters or regulations that may change over time.	We understand the stakeholders will put request to the IT department and IT dept will cater to the ad-hoc querying and data requirements	Yes requests will be routed through a formal process in TRAI. Further details will be addressed during the requirement gathering phase with the selected bidder
237		6.2.5.	69	(d)(i) Scheduled Reports: BI tools shall automate the generation and distribution of reports, ensuring that stakeholders receive timely updates without manual intervention. A scheduled (daily, weekly, fortnightly, monthly, quarterly, yearly) report needs to be extracted based on the agreed format and quantum and submitted to the TRAI.	Please share number of users the scheduled reports needs to be sent to	Details will be discussed during the requirement gathering phase with the selected bidder
238		6.2.5.	69	The Unified IT Ecosystem shall address data analytics requirements, including data analysis, visualization, interactive dashboard creation, query generation, trend analysis by integrating Business Intelligence (BI) solution.	Please specify the details of the existing BI solution	No integration with the existing BI solution is required. The bidder is expected to propose a new BI solution that aligns with industry standards and supports advanced analytical capabilities.

239		6.2.6	70	Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	Request TRAI to clarify whether the bidder can leverage pre-trained LLMs (e.g., BERT, RoBERTa, Mistral) fine-tuned for TRAI's use cases, or if development of models from scratch is expected. Additionally, please confirm if provisioning of model training infrastructure is within the bidder's scope under the cloud setup.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
240	Section 6.2.6. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	6.2.6	71	AI/ML Integration	As the AI/ML Platform is expected to build on the Cloud platform, is there a data policy which needs to be adhered related to Volume, type, frequency and retention of data which needs to be moved to Cloud platform for Model development and training?	As per RFP. However, it is important to note that the acceptance criteria for AI/ML models shall be a minimum of 90% accuracy, subject to validation on relevant datasets during implementation
241		6.2.6	70	a. The system should analyze the data submitted by various sources for insight generations, showing co-relations, comparative analysis etc.	Can size of data be shared (Structured and unstructured) at a use-case level for some of the biggest use-cases for estimation?	Details will be shared with Selected bidder during requirement gathering phase.
242		6.2.6.	70	The Unified IT portal will leverage AI/ML solutions to meet the requirements like providing detailed insights and comparative analysis, generating new responses from past queries, creating concise summaries from trends, dashboards, graphs (but not limited to) and other such requirements for 50 users (indicative).	Please specify the peak simultaneous users of AI/ML platform	Details will be discussed during the requirement gathering phase with the selected bidder.
243		6.2.6.	70	The Unified IT portal will leverage AI/ML solutions to	Please specify the languages to be supported by the AI/ML platform.	English

				meet the requirements like providing detailed insights and comparative analysis, generating new responses from past queries, creating concise summaries from trends, dashboards, graphs (but not limited to) and other such requirements for 50 users (indicative).		
244		6.2.6.	70		Do we have existing data-sets that can be used to train AI/ML models for summarization, trend analysis, sentiment analysis and RTI & PQ Response Automation	No, The SP shall propose the AI/ML summarization approach, sourcing and training models. TRAI may share available historical data, subject to confidentiality policies to the selected bidder.
245		6.2.6.	70	The Unified IT portal will leverage AI/ML solutions to meet the requirements like providing detailed insights and comparative analysis, generating new responses from past queries, creating concise summaries from trends, dashboards, graphs (but not limited to) and other such requirements for 50 users(indicative).The AI/ML solution shall be cloud-agnostic and interoperable, ensuring compatibility across different platforms without	1. The statement is not accounted in the costing sheet 2. The AI/ML solution are based on Input/ output tokens and the underlying GPUs. Request you to also provide the above inputs for sizing	1. The functional requirements is already covered under RFP section 6. "Scope of Work" & section 10. "Functional Requirement Specifications". Accordingly, the cost shall be accounted for under the respective modules and sub-modules. 2. Details will be shared with selected bidder

				reliance on a specific cloud service provider.		during requirement gathering phase.
246		6.2.6. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	70	The indicative functions of the AI/ML Platform shall include the following (but not limited to): a. The system should analyze the data submitted by various sources for insight generations, showing co-relations, comparative analysis etc. b. The system should allow TRAI to...	While overarching requirements w.r.t. AI/ML modelling have been provided in this section and module-wise functional requirements, please provide details on specific use cases that may have been identified across areas of AI/ML, Generative AI, traditional/classical AI, etc.	As per RFP Kindly refer section 6. "Scope of Work" & section 10. "Functional Requirement Specifications".
247		6.2.6. Integration of Artificial Intelligence and Machine Learning (AI/ML) Platform for assisting TRAI in Summarization, Insights Generation, Comparative Analysis and Analytics	70	The Unified IT portal will leverage AI/ML solutions to meet the requirements like providing detailed insights and comparative analysis, generating new responses from past queries, creating concise summaries from trends, dashboards, graphs (but not limited to) and other such requirements for 50 users(indicative).The AI/ML solution shall be cloud-agnostic and interoperable, ensuring compatibility across different platforms without reliance on a specific cloud service provider.	1. The statement is not accounted in the costing sheet 2. The AI/ML solution are based on Input/ output tokens and the underlying GPUs. Request you to also provide the above inputs for sizing	1. The functional requirements is already covered under RFP section 6. "Scope of Work" & section 10. "Functional Requirement Specifications". Accordingly, the cost shall be accounted for under the respective modules and sub-modules. 2. Details will be shared with selected bidder during requirement gathering phase.
248	Section 6.2.7. Hosting of the	6.2.7.2. Data Migration	75	SP shall perform data mock conversions as part of its testing.	Request TRAI to clarify on the scope and expectations around "data mock conversions" as mentioned in the clause. Specifically:	The bidder is expected to propose the most suitable

	Comprehensive IT Ecosystem on MeitY empaneled Cloud				1. Does "mock conversions" refer to trial or dry-run data migrations using sample datasets or full datasets to validate transformation logic, integrity checks, and loading processes prior to the final cutover? 2. Will TRAI provide sample/mock datasets for this purpose, or is the Service Provider expected to create test data independently? 3. Kindly confirm whether data anonymization is required for any such mock conversions, and if so, whether this activity is within the scope of the Service Provider.	solution that aligns with the scope outlined in the RFP.
249		6.2.7.1 (f) Hosting (Dev/UAT/Production)	51	Provisioning and segregation of environments for SDLC lifecycle	Request TRAI to clarify whether the Dev, UAT, and Production environments are expected to be logically isolated (e.g., namespaces, containers) or physically segregated (e.g., VMs, separate networks). Also, please confirm if each major module (e.g., Consultation, Telecom Reporting, HRMS) requires its own staging setup. Request details on minimum security and deployment standards expected for each environment.	As per the RFP, development should follow the Agile methodology, incorporating industry best practices.
250		Section 6.2.7	71	SP shall be responsible for cloud infrastructure procurement but will provide detailed requirements for Unified IT Ecosystem hosting on cloud to TRAI.	Will TRAI manage actual cloud usage costs separately, or should it be bundled in the financial bid?	As per RFP The cost shall be borne by the bidder and shall included in the financial proposal. Kindly refer section 13.3.2."Capital Cost" and 13.3.3.2."Cloud Cost (During Maintenance Phase after warranty period)" (cloud cost) as per the RFP scope.
251		Section 6.2.7.2	74	Currently, TRAI holds approximately 5-10 TB of data, which the SP will be responsible for migrating to	Please confirm the format, structure, and source systems of the existing data to be migrated.	Details will be shared with Selected bidder during the

				the new Unified IT Ecosystem database		requirement gathering phase.
252		Section 6.2.7.2	74	SP shall produce a data mapping schema for the Cleansing Exception database and all the data elements that were not able to migrate to the new Unified IT Ecosystem database, if any.	The exception database needs to be created on the current TRAI platform? Also, what needs to be done for the records which are available in exception database?	As per RFP Kindly refer section 6.2.7.2."Data Migration".
253		6.2.7.1. Hosting	72	a. The SP shall examine the application landscape that needs to be hosted on cloud infrastructure. This activity may enable the SP to gauge the application workload requirements before provisioning the respective cloud infrastructure / Configuration and Services for the respective applications as per the industry standards.	TRAI wants to migrate existing applications on cloud Infrastructure. Is understanding is correct?	As per RFP Kindly refer section 6."Scope of Work".
254		6.2.7.1. Hosting	71		TRAI hold any public cloud subscription and hosting any existing application on it?	Yes , Further details will be shared during the requirement gathering phase with the selected bidder
255		6.2.7.1. Hosting	71	d. SP shall be responsible for cloud infrastructure procurement but will provide detailed requirements for Unified IT Ecosystem hosting on cloud to TRAI.	TRAI wants SP to own and manage the public cloud subscription?	As per RFP Kindly refer RFP Clause 6."Scope of Work".
256		6.2.7.1. Hosting	71	f. SP is required to prepare and submit along with their	In case TRAI wants to migrate existing application on public cloud SP need to understand existing infrastructure	As per RFP Kindly refer RFP

				bid, the details of methodologies and computations for sizing and capacity of storage, compute, backup, network, and security resources.	configuration at high level i.e Compute configurations/storage/OS details/Environment	Clause 6."Scope of Work".
257		6.2.7.2. Data Migration	74	Currently, TRAI holds approximately 5-10 TB of data, which the SP will be responsible for migrating to the new Unified IT Ecosystem database	a) The volume of data to be migrated is for MIS platform as well? b) Else, please share initial volume of data that needs to be migrated to MIS platform	As per RFP Kindly refer clause 6.2.7.2. "Data Migration".
258		6.2.7.2. Data Migration	75	SP shall perform data mock conversions as part of its testing.	We request to please elaborate on this statement	The statement refers to a key activity in the data migration and integration phase of the TRAI Unified IT Ecosystem implementation. The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
259		6.2.7.2. Data Migration	74	The SP shall perform data migration / transition activities. It is the utmost responsibility of SP to ensure that all the data from existing TRAI Solution is migrated to the proposed solution seamlessly and must perform the activities including but not limited to, data profiling, cleansing and migration.	Please provide : 1. The quantum of data that has to be migrated is approx. 5 - 10 TB, seperately structured and un-structured quantum would be required. 2. In case of structured data, please provide the number of tables and the average number of attributes in each table which needs to be migrated. 3. In case of unstructured data, please provide the types (formats) of the files which has to be migrated. 4. We understand that the scope of scanning and digitization of papers would be out of scope of work of bidder. The proposed system will have the necessary	The functional requirement & Scope is already covered under RFP. Further details will be addressed during the requirement gathering phase with the selected bidder

					provisions to ingest scanned data into the system. TRAI will use the same to migrate the scanned data into the system.	
260		6.2.7.2 Data Migration	74	a. Currently, TRAI holds approximately 5-10 TB of data, which the SP will be responsible for migrating to the new Unified IT Ecosystem database. b. The SP shall review the existing data architecture and design it in accordance with the specified requirements.	1) As per section 6.2.7.2, existing data will be migrated to the new ecosystem. Therefore, please share a detailed database inventory of the current environment, including the following information: Operating System CPU and Memory specifications Database name, size, version, and edition (Enterprise/Standard) Deployment type (Physical/Virtual) Criticality level Application mapping Cluster configuration and High Availability (HA) setup Additionally, if any appliance-based Oracle systems (e.g., Exadata, ODA) are in scope, kindly provide their details as well. 2) Please provide list of all third party tools/services used for database support (For example : OEM,exadata, SSIS,SSRS,SSAS etc).	Details will be shared to the selected bidder during requirement gathering phase.
261		6.2.7.1. Hosting	73	The support cost quoted by the SP shall include all cost towards license (except Business intelligence and Geo Spatial) monitoring, management, and support the cloud infrastructure / services etc. Setup, configure and manage the following cloud components but not limited to:	Please provide baseline sizing for: Anticipated database size for Year 1 and Year 5 (including backup, archival, and growth projections)?	Anticipated database size for Year 1 is 3 TB and for Year 5 is approx.15 TB
262		6.2.7.1. Hosting	73	The support cost quoted by the SP shall include all cost towards license (except Business intelligence and Geo Spatial) monitoring,	Please clarify on the clause for excluding Business Intelligence and Geo Spatial licences	As per RFP Kindly refer section 13.3. "Financial Bid Submission" (Licences cost for

				management, and support the cloud infrastructure / services etc. Setup, configure and manage the following cloud components but not limited to:		Business Intelligence and Geo Spatial is asked in Financial Bid separately)
263		6.2.7.1. Hosting	73	The support cost quoted by the SP shall include all cost towards license (except Business intelligence and Geo Spatial) monitoring, management, and support the cloud infrastructure / services etc. Setup, configure and manage the following cloud components but not limited to:	Please confirm if an exsiting Geo Spatial system is to be integrated with, and it's details	No existing Geo-Spatial Visualization system is available at TRAI.
264		6.2.7.2. Data Migration	74	The SP shall perform data migration / transition activities. It is the utmost responsibility of SP to ensure that all the data from existing TRAI Solution is migrated to the proposed solution seamlessly and must perform the activities including but not limited to, data profiling, cleansing and migration.	Please specify the sources required to migrate data from. Also, the database type and volume of data to be migrated	As per RFP Kindly refer section 6.2.7.2."Data Migration". Further Details will be discussed during requirement gathering phase with the selected bidder.
265		6.2.7. Hosting of the Comprehensive IT Ecosystem on MeitY empaneled Cloud	73	SP shall be responsible to manage VM storage. SP will manage cloud and ensure proper utilization of cloud resources	" Request the department to consider including the following point under the Pre-Qualification (PQ) criteria: "The proposed solution must support auto-scaling of storage volumes without disruption to the running application or virtual machine (VM)." Justification:	No change. As per RFP

					This is a critical operational capability that enables seamless scaling of storage in response to application demands, without requiring downtime or manual intervention. **In real-world scenarios, such flexibility ensures continuous availability, reduces administrative overhead, and supports dynamic workloads effectively.** Including this capability in the PQ criteria will ensure that bidders offer mature, enterprise-grade solutions capable of supporting stable and scalable day-to-day operations. We request the department to kindly consider this enhancement for the benefit of long-term operational continuity."	
266		6.2.7 (point number 8)	71	DR should be provisioned in data centers that are in different seismic zones to DC (i.e., distinct, and independent infrastructure to DC)	As per best practices, the DR site should ideally be located at a distance greater than 700 km—to ensure true geographic redundancy and protection against regional disasters.""" We request department to consdier 700 KM between the DC and DR sites.	No change. As per RFP Kindly refer section 6.2.7.1."Hosting".
267		6.2.7.1 Hosting of the Comprehensive IT Ecosystem on MeitY empaneled Cloud	73	The support cost quoted by the SP shall include all cost towards license (except Business intelligence and Geo Spatial) monitoring, management, and support the cloud infrastructure / services etc.	Kindly clarify if my understanding is correct -The BI tool and Geo Spatial Software liscences will be borne by TRAI.	The bidder shall bear the cost, and the license(s) must be procured in the name of TRAI. These costs shall be included as part of the financial bid.
268		6.2.7.2. Data Migration	74	Data Migration: General Query	We understand that in case of change of CSP, during contact period or after expiry of contract there will be no extra charges applicable to the new CSP. Please clarify regarding the same.	In accordance with the provisions of Section 12.4 of Schedule IV: "Exit Management Schedule" of the RFP, the necessary actions shall be undertaken six months prior to the

						expiry of the term of the Agreement.
269		6.2.7.2. Data Migration	74		For the migration of existing data (5–10 TB as mentioned), are there any specific challenges, data cleansing expectations, or historical data quality issues we should be aware of?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
270		6.2.7.2 Data Migration	74	b. The SP shall review the existing data architecture and design it in accordance with the specified requirements	Please share details w.r.t. TRAI's existing data architecture	The existing application shall be integrated using APIs and Single Sign-On (SSO) with comprehensive IT ecosystem. Further Details will be shared during requirement gathering phase to the selected bidder.
271		6.2.7.2 Data Migration	74	Currently, TRAI holds approximately 5-10 TB of data, which the SP will be responsible for migrating to the new Unified IT Ecosystem database	Please provide a detailed inventory of all in-scope data sources. For each, include: system name, DB type, total data volume, daily volume/change rate, and the approximate number of tables/objects.	Details will be shared with the selected bidder during requirement gathering phase.
272	Section 6.2.9. Security Testing & Certification	6.2.9. Security Testing & Certification	76	a. Regular hardening and timely patch management of components of the Unified IT Ecosystem as agreed with TRAI.	Any patch management tool is in place with TRAI?	No, The bidder is required to propose the most suitable solution that fully meets the scope defined in the RFP.
273		6.2.9. Security Testing & Certification			How the SIEM and SOC is begin handled currently? Through any vendor or by TRAI?	TRAI currently does not have any SIEM or SOC in place.
274		6.2.9. Security Testing & Certification	76	SP shall carry out security testing of the Unified IT Ecosystem including comprising of vulnerability	Supplier understands Vulnerability Management is in scope of Supplier, kindly provide number of external & internal IP's for scan. What is the expected frequency of the scan to be carried out?	As per RFP Kindly refer section 6.2.12."Third Party Security Audit and

						Accessibility Audit" and section 6.2.13."Third Party Audit".
275		6.2.9. Security Testing & Certification	76	SP shall carry out security testing of the Unified IT Ecosystem including comprising of vulnerability assessment and penetration testing.	Supplier understand the requirement for penetration testing. If so please provide us scope volume and frequency for PT.		As per RFP Kindly refer section 6.2.12."Third Party Security Audit and Accessibility Audit" and section 6.2.13."Third Party Audit".
276		6.2.9. Security Testing & Certification	76	Managing and monitoring of anti-virus, anti-malware, phishing, and malware for managed resources.	We understand the AV is with scpoe for supplier. Please confirm . Is the antivirus scope for supplier limited to servers or servers + endpoint devices ? Kindly share the volumes number of users and number of servers onto which Anti malware solution to be enabled and monitored		Yes, AV is under scope for selected bidder. Antivirus is limited to the servers. Further details will be discussed during the requirement gathering phase with the selected bidder.
277		6.2.9. (Security Testing & Certification)	76	Providing root cause analysis for all defined problems including hacking attempts	"For enhanced transparency and better visibility into the Cloud Service Provider's (CSP's) offerings and operational performance, we request Department to include Pre-Qualification criteria as per given below:- 1. **Provide URL links to public services and price lists.** 2. **Detailed cloud service rate cards** 3. **Clearly defined Service Level Agreements (SLAs)** 4. **A live dashboard showing real-time health status of cloud services across all global data centers for better visibility of outages.** 5. **Historical and ongoing outage information, along with**		No change. As per RFP

					Root Cause Analyses (RCA) on CSP's Cloud portal These elements are essential for customers to make informed decisions, assess service reliability, and ensure accountability."	
278	Section 6.2.11. User Acceptance Testing and Go-Live Preparedness	6.2.11.1. User Acceptance Testing	78	TRAI reserves the right to request the SP to incorporate new features or processes, or modify the existing solution, to ensure alignment with project requirements.	Request TRAI to provide the following information regarding the existing applications that are to be integrated with or migrated into the Unified IT Ecosystem: 1. Total number of existing applications in current use. 2. Technology stack(s) used in each of these applications (e.g., Java, .NET, PHP, database types, etc.). 3. Current maturity levels of these systems (e.g., legacy, cloud-native, partially integrated). 4. Availability of technical Points of Contact (PoC) for each system/application, for coordination regarding access, testing, data migration, and issue resolution.	1. As per RFP Kindly refer section 10.8. "Integration of Existing Portals and Mobile Applications". 2. The existing application shall be integrated using APIs and Single Sign-On (SSO) with comprehensive IT ecosystem. Further Details will be shared during requirement gathering phase to the selected bidder. 3. All the applications are hosted on cloud. 4. Details will be shared with selected bidder during the requirement gathering phase.
279		Section 6.2.11.2	80	Go-live of the application shall be done as per the finalized and agreed upon Go-Live plan	Will TRAI allow phased go-live for different modules, or is a single go-live expected for the entire ecosystem	As per RFP Kindly refer section 8. Project Timelines, Deliverables and Payment Plan and section 6.2.11.3.

						"Go-live Acceptance Criteria".
280	Section 6.2.12	6.2.12. Third Party Security Audit and Accessibility Audit			How VAPT is being handled currently? Through any vendor or by TRAI?	As per RFP Kindly refer section 6.2.12."Third Party Security Audit and Accessibility Audit".
281	Section 6.2.16	6.2.16. Operations and Maintenance	85	The scope of application support and maintenance covers the following activities to be done by the SP for Unified IT Ecosystem application: i) Enhancement / modifications with respect to new / enhanced / enriched functionality.	We understand TRAI would require enhancement & modification of deployed functionality and building new use case over the Operations Phase of 5years. Since the scope is not defined for this development work we request to please define the capacity of the AD bucket required during this period to address TRAI requirement. So that similar work/ efforts are considered by all bidders for this scope	As per RFP Kindly refer section 12.3.2. "Change Management Process".
282		6.2.17. Application Support and Maintenance	86	Application support team shall be the employees of SP.	Please consider allowing subcontractors of SP to undertake various support/non-critical activities	No change. As per RFP
283	Section 6.2.17. Application Support and Maintenance	6.2.17 Application support and Maintainence	86		Help desk support in RFP is mentioned as from Monday to Friday 9 a.m to 6 p.m except on TRAI holidays . For support other than Help desk like L2, L3 support what is the days and timing of support required ? ie's will the support timing for L2 and L3 support be same as Help desk support or is it different	As per Section 9.4."Helpdesk SLA" of the RFP, the Helpdesk SLA must be met. The bidder is required to propose an appropriate solution to ensure compliance with these SLA requirements.
284	Section 6.2.21	6.2.21. Database Administration	88	SP shall be responsible for monitoring database activity and performance, changing the database logical structure to embody the	Kindly share the number DB onto which DAM solutions needs to be enabled.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.

				requirements of new and changed programs.		
285		6.2.22. Backup/Restore/ Archival	87	a. Backup/Restore/Archival a. SP shall be responsible for implementation of backup & archival policies as finalized with TRAI.	Any Backup tool is in place?	No. As per RFP Kindly refer section 6.2.22. Backup/Restore/Arc hival
286		6.2.22. Backup/Restore/ Archival	87	SP shall be responsible for implementation of backup & archival policies as finalized with TRAI.	Please confirm the volume and number of years of data that needs to be retained and archived for the MIS platform	Details will be discussed during the requirement gathering phase with the selected bidder
287	Section 6.2.22. Backup/Rest ore/Archival	6.2.22. Backup/Restore/ Archival	87	SP shall be responsible for implementation of backup & archival policies as finalized with TRAI. The SP is responsible for getting acquainted with the storage policies of TRAI before installation and configuration. It should be noted that the activities performed by the SP might be reviewed by TRAI.	Please specify the retention periods for backups and archives—both for transactional data and documents?	The specific retention periods for transactional data and documents (for both backups and archives) will be defined and finalized during the requirement gathering phase.
288		6.2.22. Backup/Restore/ Archival	87	SP shall be responsible for implementation of backup & archival policies as finalized with TRAI. The SP is responsible for getting acquainted with the storage policies of TRAI before installation and configuration. It should be noted that the activities performed by the SP might be reviewed by TRAI.	Please specify requirements for backup offsiting, if any	The bidder is required to propose the most suitable solution; however, backups must be stored across multiple availability zones.
289	Section 6.2.23.	Section 6.2.23	88	All configuration changes or customizations or bug fixes	This will not include changes due to evolving TRAI regulations post-Go-Live. Please confirm	As per RFP Kindly refer section

				or enhancements in the functional scope mentioned in this RFP for the proposed applications, which do not involve the creation of any new application process, are to be carried out by the SP at no extra cost		6.2.23."Software Change & Version Control".
	Software Change & Version Control					
290		Section 6.2.23	88	Any new functionality related to the solution, which have neither been mentioned in the RFP, nor been proposed within six months from "Go Live",	In a complex system of TRAI, the changes are expected to come during the implementation, O&M phase. Request you to please consider any new or change in the requirements which is not covered in RFP or not finalized till SRS completion should be treated as change request	As per RFP Kindly refer section 6.2.23."Software Change & Version Control".
291	Section 6.2.24. Helpdesk & Incident Management	6.2.24. Helpdesk & Incident Management	88	e. The helpdesk would perform the following activities at a minimum: i) Log complaints of the users ii) Assign severity to each call. iii) Allocate the call to the concerned technical resource. iv) Tracking each call to its resolution v) Analyze call statistics. vi) Ensure that all calls are attended satisfactorily and within the time limit specified in the service level agreement.	Please Clarify: 1) The expected number of helpdesks L1 team members required. 2) Business hours of helpdesk. 3) Solution for helpdesk is part of the scope, however whether the Infra for Helpdesk would be provided by TRAI or not	1. Bidder to propose best suited resource meeting the RFP scope. 2. As per RFP refer section 6.2.24."Helpdesk & Incident Management". 3. Yes , Infra(desk, landline phone, Desktop) for Helpdesk will be provided by TRAI.
292		6.2.24. Helpdesk & Incident Management Section j (i)	89	User Interface: -The proposed system should have an easy-to-use user interface (preferably a browser based), so that Unified IT Ecosystem	We understand bidder can leverage existing email system for users and application, please confirm	No

				Application users can lodge any complaint and service request. All users of the system should be able to log a request in the system using any of the following channels: 1. Through online Unified IT Ecosystem web Application 2. Telephonic call 3. Email		
293		6.2.24. Helpdesk & Incident Management Section j (i)	89	User Interface: -The proposed system should have an easy-to-use user interface (preferably a browser based), so that Unified IT Ecosystem Application users can lodge any complaint and service request. All users of the system should be able to log a request in the system using any of the following channels: 1. Through online Unified IT Ecosystem web Application 2. Telephonic call 3. Email	If no and bidder needs to propose email solution please share the details 1. Email user count 2. Cloud based or on-prem or hybrid required	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.
294		6.2.24. Helpdesk & Incident Management Section j (i)	89	User Interface: -The proposed system should have an easy-to-use user interface (preferably a browser based), so that Unified IT Ecosystem Application users can lodge any complaint and service request. All users of the system should be able to log a request in the system using any of the following channels: 1. Through online	Please share current voice infrastructure to reach help desk? Can the bidder leverage the existing? If no, can the bidder propose cloud based contact centre solution with tollfree number or on-prem solution is needed?	1. These is no current help desk. 2. On-prem solution is needed.

				Unified IT Ecosystem web Application 2. Telephonic call 3. Email		
295	Section 6.2.27	6.2.27. Training to TRAI Staff	91	Post go-live of any module/functionalities, the SP shall deploy resources for handholding support to users which shall include the following: - a. Application support related to Unified IT Ecosystem Application, etc. b. Functional and Technical support c. Basic trouble-shooting support for Unified IT Ecosystem Application d. Provide periodic training and support to users of TRAI (such as navigating user interface, submitting a form, checking status of submitted requests, etc.) e. Preparation of FAQs as per user interaction experience.	Please Provide: 1. The expected no of Users per batches along with no. of batches for Training scope. 2. As per RFP, Bidder is responsible for providing training and also provide audio visual clips. However, for new on-boardings post go-live, can "Train the Trainer" approach for training be implemented?	Details will be shared with Selected bidder during requirement gathering phase.
296	Section 7. Team Structure	7.2.6 Responsibilities of Solution Provider Project Team Members	96	6. AI/ML Expert · Design and Develop AI/ML solutions. · Collaborate with crossfunctional teams to define, design	Can a prioritization of use-case be shared for resource and skill deployment roadmap to be created for AIML Experts. AIML experts can have sub-skills and sub-hierarchies for effective execution	Details will be shared with Selected bidder during requirement gathering phase.
297		7.3. Minimum Qualification and Experience	100	Project Management Certificate -PMP (Preferable)	We request TRAI to kindly consider any of the project management certification in the place of PMP ? As this is agile project, we suggest to allow the Scrum master certificaiton to be considered.	As per the RFP, a Scrum Master is also considered part of the team. Please refer to Section 7.3."Minimum

						Qualification and Experience" of the RFP for details.
298		7.1. Indicative Team Structure L1 Onsite Support	93	Beyond this period, SP may provision such staff as per estimated call volumes.	Please specify the estimated call volumes	The approximate number of users and stakeholders are mentioned in the RFP. Bidders are expected to estimate the tentative call volumes based on the user base and scope of services outlined.
299	Section 8. Project Timelines, Deliverables and Payment Plan	8.4 (d) Project Timelines, Deliverables and Payment Plan and 10.8 Integration of Existing Portals and Mobile Applications	107 & 193	Integration of Existing Portals and Mobile Applications	Request TRAI to provide the following technical details related to the existing portals and mobile applications to be integrated with the Unified IT Ecosystem: 1. Current architecture and technology stack (e.g., Java, .NET, PHP, etc.) 2. Availability of APIs (REST/SOAP) and documentation 3. Authentication model used (SSO, OAuth, etc.) 4. Level of access available for integration (e.g., API gateway, middleware support)	Integration with existing portals and mobile applications shall be facilitated through JSON-based APIs. The bidder may propose an appropriate technology stack in line with the scope defined in the RFP
300		Section 8	106	Project Timelines, Deliverables and Payment Plan	Considering the complexity of the requirement and timelines proposed for design, development and implementation, we request you to kindly consider our proposal for revising the timelines of the milestones and add a new milestone mentioned in point 4 : 1. Onboarding of SP - **T+1** 2. Detailed Project Plan & Team Mobilization - **T+4** 3. SRS - **T+16** 4. New Phase: Prototype of Modules and Design workshop - **T+24** 5. Development of Telecom Module - **T+64** 6. Development of Broadcasting Module - **T+64** 7. Development of Rating Framework Module - **T+64**	No change. As per RFP

				8. Development of Internal Module - **T+64** 9. Complete Go-Live - **T+72**	
301		Section 8	107	Project Timelines, Deliverables and Payment Plan	Considering the complexity of the requirement and timelines proposed for design, development and implementation, we request you to kindly consider our proposal for revising the timelines of the milestones and related payment terms, i.e. add a new milestone and payment mentioned in point 4 : 1. Onboarding of SP - **Nil** 2. Detailed Project Plan & Team Mobilization - **5% of Capex** 3. SRS - T+16 - **5% of Capex** 4. New Phase: Prototype of Modules and Design workshop - **5% of Capex** 5. Development of Telecom Module - **25% of Capex** 6. Development of Broadcasting Module - **15% of Capex** 7. Development of Rating Framework Module - **5% of Capex** 8. Development of Internal Module - **5% of Capex** 9. Complete Go-Live - **25% of Capex** 10. Warranty - **10% of Capex**	No change. As per RFP
302		Section 8	111	Warranty: To begin from the date of Complete Go-Live (G1)	We request you to revise the warranty period to 6 months and payment in two parts i.e. 3 and 6 months	No change. As per RFP
303		Section 8: Payment Terms	Pages 106–112, Clause 8	• Milestone-Based Payments: Payments are linked to deliverables such as project plan, SRS, module UAT, Go-Live, documentation, warranty, and AMC. • Capex/Opex Split: Capex for development and implementation, Opex for AMC and cloud usage. • Cloud Payments: Based on actual usage, but capped at the quoted value. • Retention: Payment for each module is released only	• What is the process and timeline for UAT and production sign-off? • How will disputes over milestone acceptance be resolved? • Can payment terms be adjusted for partial completions or client-side delays?	1, 2 & 3. As per RFP Kindly refer section and send notification to concern for uploading correct Data/documents. 6.2.8."Testing and Quality Review", 6.2.11."User Acceptance Testing" and 6.2.11.2."Go-Live Preparedness", 8."Project Timelines, Deliverables and

				after UAT sign-off and production sign-off by TRAI.		Payment Plan" & 11.13."Acceptance of Deliverables and Testing".

304		Section 8: Timelines	Pages 106–112, Clause 8	• Overall Duration: 1 year for implementation + 1 year warranty + 4 years AMC.
				• Key Milestones:
				   - Project Plan & Team Mobilization: 4 weeks
				    - SRS: 14 weeks
				    - Module Development (Telecom, Broadcasting, Rating, Internal): 40–48 weeks
				    - Complete Go-Live: 48 weeks
				    - Documentation: Post Go-Live
				    - Warranty: 1 year post Go-Live
				    - AMC: 4 years post warranty
					• What happens if client-side delays impact the timeline?
					• Is there flexibility in milestone deadlines if dependencies are not met?
						1&2. 6.2.8."Testing and Quality Review", 6.2.11.User Acceptance Testing and 6.2.11.2."Go-Live Preparedness", 8."Project Timelines, Deliverables and Payment Plan" & 11.13."Acceptance of Deliverables and Testing".

305		Section 8	107	Project Timelines, Deliverables and Payment Plan	Considering the complexity of the requirement and timelines proposed for design, development and implementation, we request you to kindly consider our proposal for revising the timelines of the milestones and related payment terms. **Justification:** To maintain uninterrupted project momentum and ensure timely delivery, we propose a revised timeline and payment plan. This adjustment promotes transparency and aligns payments with clear milestones. It supports both teams in tracking progress effectively while ensuring bidder to sustain the necessary resources and infrastructure.Please refer to the "Proposed Timeline" sheet for details.	No change. As per RFP

306		8. Development and Implementation Phase	107	Development of Telecom Module	It has mentioned the integration with existibg mobile apps and portals. Some places mentioned training portal / information dissamination portals to be developed. Kindly provide details of different portals that needs to be revamped / developed and portal details where only integration is in scope.	As per the scope defined in the RFP, and specifically detailed in Section 10."Functional Requirement Specifications" the requirements should be referred to accordingly.
307		8. Project Timelines, Deliverables and Payment Plan	107	Development and Implementation Phase	a) There is no mention of implementation and payment schedule for MIS and AIML in the shared indicative plat. Please share when is this expected to be implemented? b) Are the reports/dashboards and AIML use cases inline with all the modules mentioned in the development phase?	Details will be discussed during the requirement gathering phase with the selected bidder
308		8. Project Timelines, Deliverables and Payment Plan	107	Onboarding of SP (Signing off contract between TRAI and SP) -T	Bidder request 30% of capex cost	No change. As per RFP
309		8. Project Timelines, Deliverables and Payment Plan	107	Detailed Project Plan & Team Mobilization	15% of Capex	No change. As per RFP
310		8. Project Timelines, Deliverables and Payment Plan	107	System Study and Software Requirement Specifications (SRS)	15% of Capex	No change. As per RFP
311		8. Project Timelines, Deliverables and Payment Plan	108	Development of Telecom Module	15% of Capex	No change. As per RFP
312		8. Project Timelines, Deliverables and Payment Plan	109	Development of Broadcasting Module	5% of Capex	No change. As per RFP

313		8. Project Timelines, Deliverables and Payment Plan	109	Development of Rating Framework Module	5% of Capex	No change. As per RFP
314		8. Project Timelines, Deliverables and Payment Plan	109	Development of Internal Module	5% of Capex	No change. As per RFP
315		8. Project Timelines, Deliverables and Payment Plan	110	Complete Go-Live (Deployment of Unified IT Ecosystem for IT Ecosystem)	10% of Capex	No change. As per RFP
316		8. Project Timelines, Deliverables and Payment Plan	111	Warranty: To begin from the date of Complete Go-Live (G1) 10% of Capex Cost (The payment shall be made in two parts: after 6 months and after 1 year of the warranty period)	warranty should be paid annually / monthly in advance	No change. As per RFP
317		8. Project Timelines, Deliverables and Payment Plan	111	Annual Maintenance Contract (AMC) OPEX Cost (cost on quarterly as per invoice)	AMC should be paid annually in advance	No change. As per RFP
318		8. Project Timelines, Deliverables and Payment Plan	111	Cloud payment The cloud service payment will be determined based on the quoted value provided by the SP. However, the actual payment will be made according to the actual usage of cloud services. The SP is not permitted to raise an invoice exceeding the initially quoted value,	Cloud service payment should be made monthly in advance based on the actual usage of the cloud services.	No change. As per RFP

				ensuring that the maximum billing amount remains capped as per the agreed quotation, regardless of variations in actual usage. To ensure this, the SP shall optimize the utilization of cloud resources optimally.		
319		8. Project Timelines, Deliverables and Payment Plan	106	F Onsite deployment of key personnel.	We request TRAI this condition to be relaxed to work remotely also ? But part of the project and visit can be arranged on periodic basis	No change. As per RFP
320		8.Project Timelines, Deliverables and Payment Plan	6, 8	Delivery timelines for implementation, and timelines for key deliverables	Requesting consideration of more realistic timelines with buffer period based on complexity of requirements and integration needs. **Justification:** A slightly extended timeline would ensure better quality delivery.	No change. As per RFP
321		8. Project Timelines, Deliverables and Payment Plan	111	**Cloud Payment:** The cloud service payment will be determined based on the quoted value provided by the SP. However, the actual payment will be made according to the actual usage of cloud services. **The SP is not permitted to raise an invoice exceeding the initially quoted value, ensuring that the maximum billing amount remains capped as per the agreed quotation, regardless of variations in actual usage.** To ensure this, the SP shall optimize the utilization of cloud resources optimally.	We undestand that the total amount remains fixed for the duration of contract for cloud services for the defined scope of work. However, there is Dev, UAT and Prod enviornment with different durations in warranty phase but contant duration after warranty. Please confirm if all the three phases will run concurrently in warranty and any change in SoW will lead to change request. For any change request you to consider a rate card for such situations.	The Development (Dev) and User Acceptance Testing (UAT) environments should be made available as and when required in alignment with RFP scope Post Go-live. As per RFP Kindly refer section 12.3.2. "Change Management Process".

				Provisioning of any cloud environment shall be done with the prior approval of TRAI.		
322		8. Project Timelines, Deliverables and Payment Plan	110	The cloud service payment will be determined based on the quoted value provided by the SP. However, the actual payment will be made according to the actual usage of cloud services. The SP is not permitted to raise an invoice exceeding the initially quoted value, ensuring that the maximum billing amount remains capped as per the agreed quotation, regardless of variations in actual usage. To ensure this, the SP shall optimize the utilization of cloud resources optimally.	Cloud Consumption should be paid on actuals usage for TRAI. Bidder can provide the Unit prices for cloud services in the Price bid along with expected usage for TCO evaluation. However payments should be made on actuals as per TRAI utilisation without any capping, since the data Volume & use case requirements may evolve over the engagement period	No change. As per RFP
323		8 Project Timelines, Deliverables and Payment Plan	111	Cloud Payment: The SP is not permitted to raise an invoice exceeding the initially quoted value, ensuring that the maximum billing amount remains capped as per the agreed quotation, regardless of variations in actual usage.	Will request that SP is allowed to bill as per actula consumption	No change. As per RFP
324	Section 9. Service Level Agreements (SLAs) and Deductions	9.2 Performance and System Availability SLA	115	9.2 Performance and System Availability SLA	Request TRAI to clarify the following aspects related to the applicability and exclusions in the System Availability SLA, as defined in Section 9.2: 1. Will scheduled or pre-approved downtimes, such as those for routine maintenance, upgrades, or patch deployments, be excluded from the SLA uptime calculation and associated penalty metrics? 2. In the event of service disruptions arising from causes	As per RFP Kindly refer section 9. "Service Level Agreements (SLAs) and Deductions".

					beyond the Service Provider's control—such as failures at the Cloud Service Provider (CSP) level, upstream network outages, or situations qualifying as force majeure—please confirm if such incidents will be considered exempt from SLA non-compliance penalties.	
325		9. Service Level Agreements (SLAs) and Deductions	113	Data corruption or loss on the cloud platform due to technical reasons or human error on the account of SP will attract hefty penalties and may lead to contract termination. The overall SLA penalty is limited to 10% of the contract value.	We request TRAI to revise and cap the total SLA penalty at 5% of the contract value.	No change. As per RFP
326		Section 9: Payment Terms & SLAs	Pages 112–125, Clause 9	• **Strict SLAs:** 99.99% uptime, response times, DR drills, security, helpdesk, etc. • **Penalties:** For delays, SLA breaches, security incidents, and resource replacements. • **Cap on Penalties**: Overall SLA penalty capped at 10% of contract value.	• Can penalties be waived for client-caused delays? • How are SLA breaches measured and disputed?	1. As per RFP 2. Report submitted by the selected bidder.
327		9.4 Helpdesk SLA	120	L1 Onsite Support	For warranty and post implementation support, please share the support window (24X7, 16X9, 5X9, etc) for L1, L2 for Reporting and Data analytics platform (Database, Reports, ETLs)	As per Section 9.4."Helpdesk SLA" of the RFP. The bidder is required to propose an appropriate solution to ensure compliance with SLA requirements.
328		9. Service Level Agreements (SLAs) and Deductions . Section o	113	Helpdesk Support shall mean the center which shall handle Fault Reporting, Trouble Ticketing and related enquiries during this Project. It should be manned by sufficient number of	We understand bidder needs to setup the helpdesk onsite at TRAI New Delhi office. Please confirm. We understand physical space and office infrastructure for Helpdesk setup will be provided by TRAI.Please confirm the understanding	Yes

				personnels and with sufficient number of telephone lines and other required infrastructure so that the users are able to access the helpdesk services easily. The SP shall also be responsible for operationalizing the helpdesk tool, deploy helpdesk engineers and manage the traffic on the tool.		
329		9.2 Performance and System Availability SLA	115	S.No 1 -Availability of Unified IT ecosystem applications, modules, cloud and services Target 99.99%	Can the the target revised as 99.95%?	No change. As per RFP
330		9. Service Level Agreements (SLAs) and Deductions	114	The overall SLA penalty is limited to 10% of the contract value.	The total cumulative SLA penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
331		9.1 Implementation Phase Liquidated Damages	115	INR 1 Lakh per proposed resource not deployed for each week's delay	The total penalty for delay in a particular phase, should be capped at 5% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
332		9.1 Implementation Phase Liquidated Damages	115	Delay ≤2 weeks:2% of the milestone payment (System Study and Software Requirement Specifications (SRS)) Delay >2 weeks:3% of the milestone payment (System Study and Software Requirement Specifications (SRS))	The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
333		9.2 Performance and System Availability SLA Peak CPU	117	>5 occurrences, ₹50,000 per additional occurrence	The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP

		Utilization for Application & Database Servers tem Availability SLA				
334		9.2 Performance and System Availability SLA Peak memory utilization for servers	117	>5 occurrences, ₹50,000 per additional occurrence	The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
335		9.3 Email and SMS Service SLA	119		The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
336		9.4 Helpdesk SLA	120		The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
337		9.5 Security SLA	121		The total penalty for delay in a particular phase, should be capped at 1% of the Phase cost. The total cumulative penalty under this RFP should be capped at 5% of the Contract Value.	No change. As per RFP
338		9. External Integration	67	f. Social Media	Please explain usecases for integrating with social media	Integration with social media platforms is intended to enable the following use case but not limited to i.e. stakeholder communication, public notices, reminders of submission of reports, comments for wider outreach.
339		9. External Integration	67	a. Service Providers (ISP, TSP, Broadcasters etc.)	Please confirm if the cost of using the services and APIs of external intgration interfaces would be borne by TRAI.	The cost associated with utilizing

						external integration services and APIs shall be borne by the selected bidder.
				b. DSC Service Provider c. SMS Gateway d. Email Gateway e. Payment Gateway f. Social Media g. DoT, MIB, other external entities etc.		
340		9. Service Level Agreements (SLAs) and Deductions	112	Penalty at different % on different SLA Variation	There is no capping of penalty request you to kindly cap the penalty maximum 10% **Justification:** This is normal clause of most of the RFPs.	No change. As per RFP Kindly refer section 9. (l) Service Level Agreements (SLAs) and Deductions
341		9. Service Level Agreements (SLAs) and Deductions	113		There are stringent Penalty clauses related to Key Resources replacements, Data Corruption, Data Privacy Breach, Project Delay etc. Could it be agreed upon mutual considerations ?	No change. As per RFP
342		9. Service Level Agreements (SLAs) and Deductions	113		The SLA penalty after Go Live are uncapped. Request you to cap it at 5% of quarterly invoice value.	As per RFP. Kindly refer section 9. (l)" Service Level Agreements (SLAs) and Deductions".
343		9.1 Implementation Phase Liquidated Damages	114		We request that LD be capped at 5% of milestone value for each phase	No change. As per RFP
344		9.2 Performance and System Availability SLA 9.3 Email and SMS services SLA 9.4 Helpdesk SLA 9.5 Security SLA	122		We request that Penalties be capped at 1o% of quarterly Invoice Value for all SLAs category	No change. As per RFP
345	Section 10. Functional Requirement Specifications	10.9 Internal Module	201	All proposed COTS products by the SP shall be integrated with the Unified IT Ecosystem. SP shall propose COTS (Commercial Off-The-Shelf) products/solution for	Request TRAI to confirm if the internal admin module is expected to support Role-Based Access Control (RBAC) with features such as audit trails, versioning, delegated access, and workflow-based escalations. Also, please clarify if integration with TRAI's existing Identity & Access Management (IAM) system is required, or if a new IAM	Yes RBAC should have all features as per RFP scope. New IAM solution will be proposed by SP. Access hierarchy

				the internal module (as per the functional requirements defined in Section 10.9).	solution should be proposed. Request sharing of access hierarchy and escalation flow expectations	and escalation flow expectations will be shared during requirement gathering phase.
346		10.9.4. Incident Management 10.9.2. Asset and Inventory Management	210 and 212	Portal shall maintain records of depreciation for accounting and financial reporting purposes, while ensuring assets comply with relevant TRAI regulations and standards.	Request TRAI to kindly clarify whether the scope includes development of a custom asset depreciation module within the portal, or integration with existing TRAI financial systems for depreciation reporting. Also, please specify the type of assets to be tracked (IT assets, telecom infra, software licenses, etc.), applicable depreciation methods (e.g., SLM/WDV), and compliance standards referred to under "TRAI regulations and standards" to ensure precise scope definition.	As per RFP The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
347		10.8. Integration of Existing Portals and Mobile Applications	194	The solution provider shall ensure the seamless integration of TRAI's existing portal and mobile application into the newly developing Unified IT Ecosystem. This integration should enable interoperability, real-time data synchronization, and a unified user experience while ensuring compliance with regulatory, security, and scalability requirements. The solution must also facilitate smooth data migration, system compatibility, and minimal disruption to ongoing operations. Below are the existing Portals and Applications that shall be integrated with the Unified IT Ecosystem.	Request TRAI to provide detailed technical documentation (e.g., APIs, data schemas, authentication mechanisms) for the listed existing portals and mobile applications. Further, please clarify whether integration testing environments and test credentials for these existing systems will be made available to the selected solution provider. This will enable accurate scoping of integration efforts and ensure seamless interoperability without impacting live systems.	The APIs to be exposed shall be based on the stakeholders identified in the RFP. Kindly refer to Section 10. "Functional Requirement Specifications" and Section 6.2.2.2."Indicative Unified IT Ecosystem Solution Architecture" for further details.

348		10.7.6 Integrated Complaint Tracking (TCCMS/BCCMS) - 2. Tracking and Monitoring Complaints	192	1. The system shall allow the division users and consumers to forward any escalated complaint to the respective service provider. 2. The service provider shall submit the status report and action taken report with the specified time frame and the same shall be displayed on its public view interface with its final status.	Request TRAI to clarify on whether there is an existing Complaint Management System (CMS)/CRM to be integrated with the new platform, or if the bidder is expected to design and implement the entire workflow from scratch. Also, kindly confirm if integration with external systems (e.g., APIs of TSPs/DPOs) is required and whether such APIs will be provided by TRAI or the respective stakeholders.	Bidder to propose the solution as per the RFP scope and solution should be modular and scalable for any integration/new development.
349		10.6. Consultation Process	181	Using AI/ML techniques and models, the module should automatically summarize responses submitted by stakeholders, identifying key points, concerns, and recommendations	Will TRAI provide training datasets for AI/ML models or should SP source and train models independently?	The SP shall propose the AI/ML summarization approach, sourcing and training models. TRAI may share available historical data, past responses of RTI, reports etc., subject to confidentiality policies.
350		10.9.3. Contract Management	211	**Vendor Details :** · Portal shall maintain the complete details of all vendors through the Contract management Portal. · Portal shall maintain vendor details, including updating or verifying information related to the vendor such as vendor general information, type of	Please specify the requirement for Vendor interface to create the vendor login and to access the details for upcoming contracts and also to which extent the access is required i.e. Updating the vendor details, responses to RFQ and Bid submission.	As per RFP Kindly refer section 10.9.3."Contract Management". Further details will be addressed during the requirement gathering phase with the selected bidder.

				engagement, and contract details, to keep all data current and accurate. · Once the vendor profile is updated, the portal transitions to monitoring and managing the vendor's performance and contract data. · The Portal shall send notifications to the division based on the payment terms and received invoices.		
351		10.9.3. Contract Management	211	**Contract Lifecycle Management** : · The Portal shall review contract data and evaluate the vendor's performance as per TRAI required standards and contract obligations. · The Portal shall review contract data and evaluate the vendor's performance as per TRAI required standards and contract obligations. · The Portal shall generate an automated notification that is sent to the Division three months before the contract's end date. · The Portal checks if a renewal is required. If not required, the process ends. If a renewal is required, the renewal request is sent for approval. If the request is not approved, the process ends.	Please specify the type of processes to be followed such as issuance of purchase orders through Bid Submission and evaluation process, Purchase Orders through rate contract and direct purchase orders. Is there any other process to be followed other than PR to Abstract (PR, RFQ, Bid Submission, Bid Evaluation, LOI, PO, GRN/SRN, Abstract) ? Also specify the provision required for Legacy Purchase Order.	Details will be addressed during the requirement gathering phase with the selected bidder.

352	10. Functional Requirement Specifications	125	The SP shall develop a comprehensive portal/application to facilitate the exchange of information between the Telecom Regulatory Authority of India (TRAI), regulated entities, other external stakeholders and nodal agencies, enabling TRAI to efficiently seek data from the telecom and broadcasting sector, issue orders and directions, notify regulations, and publish reports.	Please provide details of external stake holders and nodal angencies? What is the format of data is exchanged like excel, pdf, API etc. Also, provide size along with list of format, frequency.	As per RFP Kindly refer to Section 10. "Functional Requirement Specifications". The format of data exchanged may vary and may include multiple types as structured (e.g., Excel, CSV, XML, JSON etc.), unstructured (e.g., PDF, Word etc.), and system-integrated formats (e.g., via APIs or SFTP).Further Details will be shared during requirement gathering phase to the selected bidder.
353	10.2.1. Regulation Driven Reporting and Compliance Sub-Module	128	portal remains accessible and responsive even during peak submission times.	What is daily exchange data volume? What is peak hour load	Details will be discussed during the requirement gathering phase with the selected bidder
354	10.2.1. Regulation Driven Reporting and Compliance Sub-Module	128	This system shall be a single-entry online portal where all service providers can meet the reporting requirements through multiple methods viz; document uploads, form-based submissions, through APIs and through SFTP.	What is the max file size uploaded using sftp?	Details will be shared during the requirement gathering phase with the selected bidder however system architecture should support

						various file types and sizes.
355		10. Functional Requirement Specifications	126	For achieving this broader goal, a Unified Ecosystem shall be developed in the form of an integrated portal. The TRAI Unified IT Ecosystem shall be accessed by the regulated entities under its purview, other external stakeholders such as empaneled auditors, consumer organizations, and other such agencies that TRAI decides from time to time and by the internal stakeholders of TRAI	We believe this is going to be a new green field integrated portal . We would like to know which are the existing portal / platform/applications that requires to be integarted with this portal. Pls name them.	As per RFP Kindly refer section 10."Functional Requirement Specifications". Further details will be addressed during the requirement gathering phase with the selected bidder
356		10. Functional Requirement Specifications	126	General	Is there any requirement for mobile app? If so let us know which areas . Also let us know if there is any existing mobile apps ?	As per RFP Kindly refer section 10."Functional Requirement Specifications".
357		10. Functional Requirement Specifications		General	Pls let us know , how many existing portals available which can be leveraged as part of the solution. Also let us know the technology stack for these portals.	As per RFP Kindly Refer Section 10.8."Integration of Existing Portals and Mobile Applications" for the detail.
358		10. Functional Requirement Specifications	126	For achieving this broader goal, a Unified Ecosystem shall be developed in the form of an integrated portal. The TRAI Unified IT Ecosystem shall be accessed by the regulated entities under its purview, other external stakeholders such as empaneled auditors,	What is the expected user volume for the unified integrated portal?	As per RFP Kindly refer section 6.2.1."Project Plan, System Study, Requirement Gathering and SRS Preparation".

				consumer organizations, and other such agencies that TRAI decides from time to time and by the internal stakeholders of TRAI		
359		10. Functional Requirement Specifications	126	For achieving this broader goal, a Unified Ecosystem shall be developed in the form of an integrated portal. The TRAI Unified IT Ecosystem shall be accessed by the regulated entities under its purview, other external stakeholders such as empaneled auditors, consumer organizations, and other such agencies that TRAI decides from time to time and by the internal stakeholders of TRAI	Who are the users/stakeholders for these portals? Can you please share the volumetric break ups for these stakeholders ?	As per RFP Kindly refer section 10."Functional Requirement Specifications". Further details will be addressed during the requirement gathering phase with the selected bidder
360		10. Functional Requirement Specifications		General	Pls let us know the overall technology landscape of the existing applications.	Details will be shared with Selected bidder during requirement gathering phase.
361		10. Functional Requirement Specifications		General	Pls let us know if the existing core applications/services are developed through microservices architecture ? What is the technology stack for these applications.	The functional requirement is already covered under RFP. Further details will be shared during the requirement gathering phase with the selected bidder
362		10.2. Telecom Module	127	The module shall also create a centralized data and knowledge repository for storing all submitted	Is this centralized data repository only for the Telecom module or we need to add data of Broadcasting and other modules as well?	Establish a centralized repository to manage all modules

				information, enabling efficient analysis and report generation.		in accordance with the scope defined in the RFP.
363		10.2. Telecom Module III. Number of Reports	128	Below is the list of reports division wise that are sought from the service providers: Total 63 reports	Please share the type of these reports and their complexity - Operational or Dashboard reports	As per RFP Kindly refer section 10."Functional Requirement Specifications". Further details will be addressed during the requirement gathering phase with the selected bidder
364		10.2. Telecom Module III. Number of Reports	128	Below is the list of reports division wise that are sought from the service providers: Total 63 reports	What is the source of data for building these reports	Source of data will be from the modules defined in RFP. Further details will be shared with Selected bidder during requirement gathering phase.
365		10.2. Telecom Module III. Number of Reports	128	Below is the list of reports division wise that are sought from the service providers: Total 63 reports	Do we need to build a centralized data repository for these 63 reports? And would this centralized repository be only for Telecom module?	Establish a centralized repository to manage all modules in accordance with the scope defined in the RFP.
366		10.2. Telecom Module III. Number of Reports	129	The number of reports may be subject to change during the SRS preparation phase, based on the latest Regulations, Directions, and Orders.	a) There are 63 reports under telecom module and 7 reports under B&C module. b) Please share name of modules/departments for which the reports needs to be built and total count of reports along with complexity for each module/department	Details will be shared with Selected bidder during requirement gathering phase.
367		10.2. Telecom Module III. Number of Reports	129	The number of reports may be subject to change during the SRS preparation phase, based on the latest	a) Please share whether the reports mentioned for above modules/departments are operational reports or dashboards?	Details will be shared with Selected bidder

				Regulations, Directions, and Orders.	b) In case they are dashboards, how many reports to be considered for each dashboard?	during requirement gathering phase.
368		10.2. Telecom Module III. Number of Reports	129	The number of reports may be subject to change during the SRS preparation phase, based on the latest Regulations, Directions, and Orders.	Does any of the user of module/department needs self service capability to generate the reports?	Yes
369		10.2.1. Regulation Driven Reporting and Compliance Sub-Module	129	The requirements for reporting and compliance under various Regulations, Directions and Orders, shall be catered through this module,	Is this separate repository to be built or can be clubbed with centralized data repository built for Telecom module?	Establish a centralized repository to manage all modules in accordance with the scope defined in the RFP.
370		10.6. Consultation Process 11. Social Media Integration	184	To expand participation, the system should allow easy sharing of consultation papers via social media platforms, enabling greater outreach to diverse audiences.	a) Please share which all social media sites is the integration required. b) Whether TRAI already has any integration mechanism built. c) Please confirm that the subscription to these websites will be taken care by TRAI	a) Bidder may propose solution based on the RFP scope. The exact number of social media platforms to be integrated and data push/pull will be finalized during the requirement gathering phase. b) No c) Selected bidder has to take subscription in the name of TRAI
371		10.2.1. Regulation Driven Reporting and Compliance Sub-Module 12. Data Retention and Archiving	138	The system should integrate seamlessly with existing reporting and data analytics platforms. It should allow archived data to be included in reporting and analytics processes where required.	a) Is the existing Data analytics platform only for Regulation module or it is centralized reporting and data analytics platform b) Please share below details on the existing reporting and data analytics platform - Technology stack -Business function of the platform	a) The existing Data analytics platform is used only for selected applications under multiple modules. Further details will be addressed during

						the requirement gathering phase with the selected bidder b) All the details will be shared during the requirement gathering phase with the selected bidder.
372		10.9.2. Asset and Inventory Management	208	· If approved, the process proceeds to the procurement phase If not approved, the request is sent back to the originating division for further updates or clarifications. · Details of Purchased asset from procurement team shall be update on new portal after it meets quality standards. Each asset is tagged with a unique identifier and registered	Please confirm: 1. Apart from Purchase Request (PR), other processes such as Purchase Orders, Material Receipt note, abstract, vendor invoicing, etc. are out of scope. Whether our understanding is correct?	The functional requirement & Scope is already covered under RFP. Further details will be addressed during the requirement gathering phase with the selected bidder
373		10.9.2. Asset and Inventory Management	208	· The employee shall submit a request for asset allocation through the portal, and after filling in all the necessary details, an approval letter is sent to the relevant division for asset allocation.	Please confirm: 1. List of the assets that are assignable would be provided by the integrating system and all the asset related operations such as depreciation accounting, asset purchase, asset sell, etc. would be out of our scope. Whether our understanding is correct?	The functional requirement & Scope is already covered under RFP Further details will be addressed during the requirement gathering phase with the selected bidder.

374		10.9. Internal Module	204	10.9.1.3. Employee Onboarding	Will there be integration required with external web portals ? For Hiring will there be integration required with any govt. hiring portal ?	As per RFP Kindly refer section 10.9.1.3."Employee Onboarding".
375		10.9. Internal Module	204	10.9.1.3. Employee Onboarding	For applicant data any further integration required for selected candidates with recruitment agencies ?	As per RFP Kindly refer section 10.9.1.3.1."Employee Onboarding".
376		10.9. Internal Module	205	10.9.1.4. Leave and Attendance Management	Is there a Biometric device to capture attendance? If yes, are there multiple vendors for Biometric process?	As per RFP kindly refer section 10.9.1.4. "Leave and Attendance Management".
377		10.9. Internal Module	206	10.9.1.5. Payroll Management & Compensation Management	As of now how many banks are there for salary payment and in case of multiple banks will there be a common file across all the banks for online payments across all the companies?	Details will be shared with Selected bidder during requirement gathering phase.
378		10.9. Internal Module	208	10.9.1.6. Training Management	Will there be an external integration required for any external training or certifications like LinkedIn, Udamy etc	No, As per RFP Kindly refer section 10.9.1.6. "Training Management".
379		10.9.2. Asset and Inventory Management	208	Asset and Inventory Management	We understand bidder needs to provision asset management tool. Please confirm the understanding If yes, please share the total count of asset database	Yes, As per RFP Kindly refer section 10.9."Internal Module" for detailed functional requirement.
380		10.9.3. Contract Management	210	Contract Management	We understand bidder needs to provision contract management tool. Please confirm the understanding	As per RFP Kindly refer section 10.9."Internal Module" for detailed functional requirement.
381		10.9.3. Contract Management	211	**Vendor Details :** · Portal shall maintain the complete details of all	Please specify the requirement for Vendor interface to create the vendor login and to access the details for upcoming contracts and also to which extent the access is	As per RFP Kindly refer section 10.9.3."Contract

382		10.9.3. Contract Management	211	vendors through the Contract management Portal. · Portal shall maintain vendor details, including updating or verifying information related to the vendor such as vendor general information, type of engagement, and contract details, to keep all data current and accurate. · Once the vendor profile is updated, the portal transitions to monitoring and managing the vendor's performance and contract data. · The Portal shall send notifications to the division based on the payment terms and received invoices.	required i.e. Updating the vendor details, responses to RFQ and Bid submission.	Management". Further details will be addressed during the requirement gathering phase with the selected bidder.
				Contract Lifecycle Management : · The Portal shall review contract data and evaluate the vendor's performance as per TRAI required standards and contract obligations. · The Portal shall review contract data and evaluate the vendor's performance as per TRAI required standards and contract obligations. · The Portal shall generate an automated notification that is sent to the Division three months before the contract's	Please specify the type of processes to be followed such as issuance of purchase orders through Bid Submission and evaluation process, Purchase Orders through rate contract and direct purchase orders. Is there any other process to be followed other than PR to Abstract (PR, RFQ, Bid Submission, Bid Evaluation, LOI, PO, GRN/SRN, Abstract) ? Also specify the provision required for Legacy Purchase Order.	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.

				end date. · The Portal checks if a renewal is required. If not required, the process ends. If a renewal is required, the renewal request is sent for approval. If the request is not approved, the process ends.		
383		10.6. Consultation Process	182 / 183	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	**Human-in-the-Loop:** **What is the expected level of human validation at each stage of AI-generated outputs (summaries, sentiments, classifications, suggestions)?** **Summarization Expectations** **What is the desired format and length of AI-generated summaries (example: Executive summary, bullet points, paragraph form)? Should summaries be generated per individual response and/or in aggregate across responses?** **Model Customization** Are you open to using pre-trained LLMs (e.g., BERT, GPT, LLaMA) fine-tuned on telecom data, or do you expect models to be trained from scratch using your data? **Explainability & Auditability:** **Is there a requirement for AI models to provide explanations for their outputs to ensure regulatory transparency?** **Data Sharing & Training Corpus:** **Will TRAI provide a representative dataset for training and benchmarking the AI/ML models during implementation?** **AI Model Hosting:** **Do you require on-premise hosting of AI models, or is hosting on cloud infrastructure acceptable?**	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.

					Topic Modelling Output **Should the system group topics by stakeholder type (e.g., industry, public, academic) or consultation based section?**	
384		10.6. Consultation Process	182 / 183	7. Compilation of all the Responses & Analysis of the comments using AI/ML	Do you expect sentiment tagging at document-level, paragraph-level, or sentence-level granularity? Will stakeholder responses be in multiple languages? If yes, which languages must be supported for accurate sentiment classification?	Sentiment tagging at all level and it will be only in english language.
385		10.6. Consultation Process	182 / 183	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	**Key Phrase Extraction Scope:** **Are there specific telecom domain vocabularies or regulatory lexicons that the AI should prioritize while extracting key phrases?** **Trend Analysis Expectations:** What time granularity do you expect for trend visualizations (e.g., daily, weekly, quarterly)? Should trends be broken down by consultation topic? **Reference Linking:** **Should extracted insights be linked back to original documents or paragraphs for traceability?**	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
386		10.6. Consultation Process	182 / 183	7. Compilation of all the Responses & Analysis of the comments using AI/ML	**Rule Base for Conflict Detection:** Will TRAI provide access to an indexed and structured repository of all prior regulations and recommendations to check against? In what format? **Regulatory Reasoning:** **Should the AI system only flag potential conflicts or also suggest alternate phrasings that align with existing guidelines?**	1. No for Rule base for Conflict Detection. 2. Yes The system should also suggest alternate phasing.
387		10.6. Consultation Process	182 / 183	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	**Taxonomy Definition:** Will TRAI provide a fixed taxonomy (categories and sub-categories) for classification, or should the AI generate/learn it dynamically? **Confidence Thresholds:**	No, AI should generate/learn it dynamically. Confidence Thresholds should

#		Section	Page	Reference	Question	Response
					What level of confidence or accuracy do you expect from the AI in auto-tagging before it requires human review?	be at least 85-95% approx.
388		10.6. Consultation Process	182 / 183	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	**Similarity Matching:** How recent and how far back in history should the AI search to find similar questions (e.g., past 5 years, all-time)? **Response Templates:** **Should the AI-generated draft responses include only historical answers or be enriched with data and analytics from the ecosystem?** **Sensitive Content Handling:** How should the AI handle confidential or sensitive responses - should it redact or flag for human review?	All time Response Templates: enriched with both historical answers and relevant data and analytics from the ecosystem Sensitive Content Handling: The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
389		10.6. Consultation Process	182 / 183	Application Functions 7. Compilation of all the Responses & Analysis of the comments using AI/ML Technology	**AI-Driven Insights:** What level of automation is expected in the dashboards? Should they dynamically update based on AI inferences (e.g., sentiment shifts, new trends)? **Visualization Expectations:** Are there any specific tools or frameworks preferred for dashboards (e.g., Power BI, Tableau, open-source alternatives)?	1. Yes, the dashboards are expected to offer a high level of automation and intelligence. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. 2. The bidder is expected to propose the most suitable solution aligned with the scope outlined in the RFP

						ensuring the integration of AI/ML capabilities. Further, the AI/ML solution and the Data Analytics solution shall also work in tandem and be seamlessly integrated with each other to ensure end-to-end functionality and interoperability across all modules of IT ecosystem.
390			10.2.1. Regulation Driven Reporting and Compliance Sub-Module	129	Authentication shall be carried out through a secure login process, utilizing strong password policies and potentially multi-factor authentication (MFA) for enhanced security.	How many applications needs to be configured with MFA? Please share the number of applications to be enabled with MFA Do all users have MFA enabled ? Please share the number users for MFA solution.	Multi-Factor Authentication (MFA) is expected to be implemented. Detailed requirements will be discussed during the requirement gathering phase with the selected bidder
391			10.2.2. Data Collection Techniques	138	API Integration	Does current system have Soap and Rest APIs? Will you need both APIs to be supported in a new system?	Details will be shared to the selected bidder during requirement gathering phase.
392			10.2.2. Data Collection Techniques	138	API Integration	What is the level of approval to be included in case API subscription. Single level approval will suffice?	Multilevel level approval is needed. Further details will be discussed during the requirement gathering phase

							with the selected bidder.
393		10.2.2. Data Collection Techniques	138	SFTP		Do you have requirement of retry, split and merge , encryption for sftp transfer?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
394		10.2.4. Header Information	148	The application shall show information about the websites for TSP-DLT Registration and TSPs website for Header information.		Please confirm if there are any requirements to use blockchain for integrating with DLT	As per RFP Kindly refer section 10.2.4."Header Information".
395		10.2.7. Geospatial Visualization	151	The geospatial visualization tool shall generate a coverage plot for all technologies i.e., 2G/3G/4G/5G in a single layer, for all operators.		Please specify the current provider of geospatial data	No existing Geo-Spatial Visualization system is available at TRAI
396		10.2.7. Geospatial Visualization	152	The GIS data management system must allow the publishing of the schema, metadata, and contents of a GIS datastore for data query, extraction, and retrieval by users.		Please confirm if the geospatial data is to be migrated from existing provider.	No existing Geo-Spatial Visualization system is available at TRAI
397		10.5. Rating Framework for Digital Connectivity in Buildings or Areas	179	Secure Payment Gateway		What are the expected monthly transaction volumes and value to be processed via the payment gateway?	The expected monthly transaction volumes and values to be processed through the payment gateway will be determined during the detailed requirement gathering phase, in consultation with relevant TRAI

						divisions. At this stage, bidders are advised to propose a scalable and secure solution capable of handling variable transaction loads as per evolving requirements
398		10.5. Rating Framework for Digital Connectivity in Buildings or Areas	179	Secure Payment Gateway	Should refunds, chargebacks, or grievance redressal be managed within the gateway itself or externally by TRAI?	The handling of refunds, chargebacks, and grievance redressal mechanisms will be defined during the requirement gathering phase in alignment with TRAI's operational policies.
399		10.7.2. Link Shortener	184	TRAI Link Shortener shall be a tool that allows users to shorten long URLs into compact, easy-to-share links. The application shall be integrated with the Unified IT Ecosystem where internal and external users can access the application for shortening lengthy URLs.	Please confirm that the cost of domain of Link Shortener and related SSL certifictes will be borne by TRAI	Yes, TRAI will borne these charges.
400		10.7.3. RTI & PQ Response Automation Integration with TRAI Database	188	Integrate with document management systems to pull relevant regulatory and other data into responses.	Please specify the details of the TRAI database to be integrated with	RTI & PQ application need to be integrated with TRAI database
401		10.8. Integration of Existing	193	The solution provider shall ensure the seamless	Please confirm that the integration needs to be done by the provider of the existing portal and mobile applications	The existing portals and mobile

		Portals and Mobile Applications		integration of TRAI's existing portal and mobile application into the newly developing Unified IT Ecosystem.	who will invoke the new APIs exposed by the Unified IT ecosystem	application APIs will be developed by the current service provider, while the new APIs for the Unified IT Ecosystem will be developed by the selected bidder
402		10.8. Integration of Existing Portals and Mobile Applications	193	The solution provider shall ensure the seamless integration of TRAI's existing portal and mobile application into the newly developing Unified IT Ecosystem.	Please specify the API's to be exposed to the existing portal and mobile application	The APIs to be exposed shall be based on the stakeholders identified in the RFP. Kindly refer to Section 10."Functional Requirement Specifications" for further details.
403		10.9. Internal Module	201	All proposed COTS products by the SP shall be integrated with the Unified IT Ecosystem. SP shall propose COTS (Commercial Off-The-Shelf) products/solution for the internal module (as per the functional requirements defined in Section 10.9).	Please confirm if open-source products can be used for the internal modules - HRMS - Asset and Inventory Management - Contract Management - Incident Management - Legal Case Management System	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. Further, the bidder shall be responsible for development, customization, integration, and maintenance of all modules, as per the scope of work, including COTS products, if any.
404		10.9. Internal Module	201	All proposed COTS products by the SP shall be integrated	Please specify the current providers of these COTS and whether data needs to be migrated from the existing COTS	Currently, there are no existing

				with the Unified IT Ecosystem. SP shall propose COTS (Commercial Off-The-Shelf) products/solution for the internal module (as per the functional requirements defined in Section 10.9).		Commercial Off-The-Shelf (COTS) products implemented for the internal modules specified in Section 10.9. Therefore, no data migration from existing COTS products is required. The Service Provider is expected to propose suitable COTS solutions that meet the functional requirements and integrate seamlessly with the Unified IT Ecosystem.
405		10.2.7 Drive Test Application Functional Requirements point	150	The application should allow Telecom Service Providers (TSPs) to upload large volumes of data in pre-defined formats	Could you specify the Size of Data (in GB) and the type of predefined formats (e.g- XML, excel, Json) ? Also specify the total max size of data to be uploaded by Telecome service providers including legacy data.	Details will be shared to the selected bidder during requirement gathering phase.
406		10.9.5 Legal Case Management System	215	The portal shall have a Document Management System (DMS). All confidential legal case documents from various divisions must be stored exclusively within the TRAI Document Management System (DMS) in the Unified IT Ecosystem and must not be uploaded to any third-party LMS application server.	Could we propose the open source DMS with all the features required? All for the confidential data does the TRAI DMS have APIs ready for the data ingestion from other portals or SP have to build the APIs?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP

407		10.9. Internal Module	201		What are different COTS products this platform to be integrated?	As per RFP Kindly refer section 13.3.2."Capital Cost".
408		10.2.7. Geospatial Visualization	151		What are tool stack TRAI currently has for Geospatial data collection and handling?	Currently, no tool is being used by TRAI for this purpose. The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
409		10.3.1. Regulation Driven Reporting and Compliance Sub-Module	166		Can you elaborate on the data retention, archival, and retrieval policies? Are there specific regulatory or business requirements for data lifecycle management, including disaster recovery and backup frequency?	The selected bidder must follow and comply with regulations and guidelines of TRAI and Government of India. Futher details will be shared during requirement gathering phase.
410		10.2.1. Regulation Driven Reporting and Compliance Sub-Module	134		What are the key reporting and analytics use cases for TRAI and external stakeholders? Are there specific KPIs, dashboards, or visualization types (e.g., trend analysis, benchmarking, compliance tracking) that must be prioritized?	The tentative numbers of report are mentioned in the Section 10 and all the report (consist of KPIs) will be provided during the requirement gathering phase for detailed analysis. Bidder may propose solution based on number of reports and modules as per RFP scope. The exact number of

						KPIs shall be evaluated during the requirement gathering by selected bidder.
411		10.6. Consultation Process	180		What are the workflows (if any) that TRAI currently has to publish Consultation papers ? Do these workflows also need to be developed in the application ?	As per RFP Further details will be shared with selected bidder during requirement gathering phase.
412		10.9.1. HRMS	202		Is there a current HRMS that TRAI is using ? If yes does it have any speific challenges/ pain points that TRAI would like to address in the new HRMS	No existing HRMS application will be integrated with the Unified IT Ecosystem. Further details will be shared during requirement gathering phase.
413		10.2. Telecom Module	126	Furthermore, the application shall accommodate any previous hard copy documents by digitizing and storing them alongside online submissions, ensuring comprehensive documentation management. It shall provide advanced search capabilities across multiple dimensions (e.g., Category, Date/Year/Period, Entity, Division, Report Number, etc.), enhancing data accessibility	Will the Digitization of Hard Copies required for the applications be done by TRAI or Consulting Contractor or separate entity?	The SP shall be responsible for the digitization of hard copy documents.
414		10.2.1. Regulation Driven Reporting	131, 134	Dashboard; Reporting and Analytics for TRAI	While each module/sub-module specifies functional requirements w.r.t. dashboards and reports, please provide clarity on the split of application/system-generated	The tentative numbers of report are mentioned in

				reports vs custom dashboards that would be required for reviews/KPI-monitoring purposes	the Section 10. "Functional Requirement Specifications" and all the report (consist of KPIs) will be provided during the requirement gathering phase for detailed analysis. Further details will be shared with the selected bidder during requirement gathering phase.
415	10.2.7. Geospatial Visualization	153	Geospatial Analytics Platform	Is there a requirement of any advanced analytics/AI/ML-based use cases leveraging geospatial data? If yes, please provide relevant specifics.	As per RFP Kindly refer the section 10.2.7. "Geospatial Visualization".
416	10.2.2. Data Collection Techniques	138	The system shall be scalable and should support handling multiple simultaneous submissions, especially during peak periods when regulated entities need to submit large volumes of data (e.g., quarterly reports).	What is the expected concurrency volume (e.g., max number of API calls per second) that the system should support during peak submission windows?	Details will be discussed with selected bidder during requirement gathering phase.
417	10.2.2. Data Collection Techniques	138	It shall have secure authentication using OAuth 2.0 or API keys for authorized access to ensure that only registered and authorized entities can interact with the regulator's API.	Are there any third-party identity providers or e-authentication platforms mandated by TRAI for OAuth 2.0 integration?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
418	10.2.2. Data Collection Techniques	138	API integration between the TRAI and regulated entities (which have the required	What are the existing APIs or legacy systems that the bidder must integrate with	As per RFP Kindly refer section 10.8. "Integration of

				infrastructure) facilitates seamless, automated, and standardized submission of periodic and ad- hoc reports and data.		Existing Portals and Mobile Applications".
419		10.2.2. Data Collection Techniques	139	The system shall consider for secure transmission and implement encryption	Are there specific encryption standards (e.g., TLS 1.3, AES-256) required for data in transit and at rest during API transactions?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
420		10.2.2. Data Collection Techniques	139	Excel Based Data Submission	What is the exact SLA for sending acknowledgement receipts for successful uploads—real-time or batched?	Details will be discussed with selected bidder during requirement gathering phase.
421		10.2.2. Data Collection Techniques	140	Form Based Filing	Is multi-language support expected for web forms? If yes, which languages beyond English and Hindi?	Data will be collected only in English and Hindi language.
422		10.2.2. Data Collection Techniques	140	SFTP	Should the SFTP system integrate directly with the reporting dashboard for status visualization and error flagging?	SFTP system will not be integrated directly with the reporting dashboard.
423		10.2.1 Regulatio n Driven Reporting and Compliance Sub-Module	128	User Access and Role based rights	What is the expected total number of users across all roles (Admin, Regulated Entity, Division User, etc.)? Please provide concurrency estimates for sizing.	As per RFP Kindly refer section"10.9. Internal Module". Further details will be shared with selected bidder during requirement gathering phase.
424		10.2.1 Regulatio n Driven Reporting and Compliance Sub-Module	128	User Access and Role based rights	Will TRAI define the role-permission matrix centrally, or should the system provide a configurable engine for adding/modifying roles and permissions?	As per RFP Kindly refer section 10. "Functional Requirement Specifications" for

						User Access and Role based right. Further details will be discussed with selected bidder during requirement gathering phase.
425		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	129	Single Sign on	Will TRAI provide or recommend an Identity Provider (IdP) for SSO integration (e.g., NIC's ePramaan, Azure AD)?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
426		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	129	Single Sign on	Is there a requirement to federate user identities from third-party government/enterprise platforms?	No, there is currently no requirement to federate user identities from third-party government/enterprises platforms. Further details will be discussed with selected bidder during requirement gathering phase.
427		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	131	New Requirements & Notifications	Should notifications be real-time via push (web, SMS, email), or can they be batched (e.g., daily digest)?	Notifications will be in real-time as well as in batch mode. As per RFP Kindly refer section 10. "Functional Requirement Specifications"
428		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	131	Dashboard	Are there any preferred technologies for dashboarding (e.g., Power BI, Tableau, open-source libraries)?	The bidder is expected to propose the most suitable solution that aligns

						with the scope outlined in the RFP.
429		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	131	Dashboard	Should dashboards support export functionality (PDF, Excel)? Should any be embeddable for external stakeholders?	Yes, further details will be shared with selected bidder during requirement gathering phase.
430		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	131	Dashboard	Will the visual KPIs be standard across divisions, or should dashboards be customizable per division or user?	Dashboards will be customizable based on division and users. Kindly refer section 10.2.1. "Regulation Driven Reporting and Compliance Sub-Module".
431		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	132	Detect and flag any discrepancy.	Will TRAI provide the full set of validation rules (format, business logic, thresholds), or is the bidder expected to interpret these from regulations?	Details will be shared with selected bidder during requirement gathering phase.
432		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	135	Reporting and Analytics for TRAI	Will TRAI provide access to historical data for designing baseline reports and predictive models?	TRAI will provide all the necessary reports, data during requirement gathering phase.
433		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	136	Reporting and Analytics for TRAI	Are there preferences for specific analytics platforms or tools (e.g., open-source vs. commercial BI tools)?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
434		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Automated SCN issuance, alert and tracking of FD payment	Will TRAI provide a rulebook of compliance thresholds and corresponding SCN templates for each violation type?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. Further details will

					be discussed with selected bidder during requirement gathering phase.
435		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Data Retention and Archiving	What are the defined data retention periods for various data types (active vs. archived)?	Details will be discussed with selected bidder during requirement gathering phase.
436		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Data Retention and Archiving	Will archived data need to be available for real-time analytics, or just for ad-hoc retrieval and compliance?	Details will be discussed with selected bidder during requirement gathering phase.
437		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Data Retention and Archiving	Should archived data support compression or cold storage techniques to reduce infrastructure cost?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
438		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Data Retention and Archiving	Will TRAI provide its own archival storage infrastructure or is cloud-based archival expected/acceptable?	Archival storage infrastructure will be cloud-based.
439		10.2.1 Regulation Driven Reporting and Compliance Sub-Module	137	Data Retention and Archiving	What are the RTO/RPO expectations for archived data in case of disaster recovery?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
440		10.4. Public View Portal in the Unified IT Ecosystem	176	**Multilingual Support** :The portal should support multiple languages, especially to cater to a diverse user base across India. This would include providing content in English and regional	Should the entire application support multiple languages? If yes, how many languages in total are required?	Public portal shall be multi-lingual with support of all regional languages.

				languages to ensure broader accessibility.		
441	Section 11.4. Terms and Duration of the Agreement	Section 11.4	221	The Agreement shall continue to remain in effect till complete Go-Live and deployment of the IT Eco-System and completion of the warranty, operation and maintenance period, unless terminated earlier	This clause leaves the end date of contract as open ended. There may be delays in achievement of Go-Live due to reasons beyond the control of the SP. Therefore, we request you to kindly provide with a definite time period/ duration of the Contract. This will also help us in better and effective resource planning and pricing of our proposals. Further, we request the client to kindly consider that any extension of the duration of the Contract will be based on mutually agreed terms and conditions.	As per RFP Kindly refer section 6. "Scope of Work" , 8. "Project Timelines, Deliverables and Payment Plan" and Section 11.4. "Terms and Duration of the Agreement".
442	Section 11.13 Acceptance of Deliverables and Testing	11.13.2. Acceptance Procedure	226	Acceptance by TRAI ("Acceptance") requires that the Deliverables be confirmed in writing by TRAI to meet applicable acceptance criteria ("Acceptance Criteria") which, in the case of Operational Deliverables, will include the successful completion of agreed acceptance and performance testing and, in the case of the System as a whole, will include meeting the specifications, performance standards and functional requirements set out in the RFP. In the case of Deliverables that are component parts of the System, in addition to acceptance of the component Deliverables, the System will also be subject to Acceptance in its entirety.	Request TRAI to confirm whether TRAI will provide a dedicated UAT/staging environment for integration testing with its internal applications. Please also share details of integration protocols (e.g., REST API, SOAP, file-based exchange) and expected data exchange formats to support seamless configuration and testing	As Per RFP Kindly refer section 6.2.7.1."Hosting".

| | | | | SP shall prepare and propose the test procedures, which shall be described in the Acceptance Criteria for each Deliverable and shall be subject to agreement by TRAI. While designing the acceptance test procedures, the requirements as mentioned in Part C of the RFP needs to be adhered to. The acceptance tests and test procedures shall be sufficiently broad in scope and rigorous so as to verify that the System and all other Deliverables meet all applicable specifications, acceptance criteria and performance requirements, including assurance that the Deliverables and the System meet such tests of operational integrity as may be reasonably required by TRAI. In the case of the System, the Acceptance tests shall consist of unit tests, a system test, and/or stress test. Acceptance procedures for written Deliverables (which are all Deliverables other than Operational Deliverables) and Operational Deliverables are as follows:

a. completion of Deliverables as per Section 8 (Project Timelines, Deliverables and Payment | |

				Plan); b. correction of Defects/ Deficiencies in Deliverables.		
443	11.16 Events of Default	11.16 Events of Default	230	The quantum of Liquidated Damages exceeds 10% of the Contract Value.	Bidder requests that the total LD under this contract should be capped at 5% of the Total Contract Value	As per RFP Kindly refer section 11.16."Events of Default".
444	Section 11.18. Termination	11.18.2 Termination for Convenience	232	TRAI may at any time terminate the Agreement for any reason by giving the SP a notice of termination under this Clause.	Such termination should be mutually discussed with the Bidder and proper notice of termination should be given along with full release of payment for work done and for any loss that the bidder may suffer due to such termination for convenience.	As per RFP kindly refer section 11.18."Termination for Convenience".
445	Section 11.20 Indemnificati on and Limitation of Liability	Section 11.20.5	233	There are following exceptions to the limitation of liability - indemnification obligations (e.g., IPR infringement, bodily injury, death or damage to personal property) and breaches of confidentiality and information security obligations	Request you to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	No change. As per RFP
446		11.20. Indemnification and Limitation of Liability	232	11.20.1. The SP undertakes to indemnify and hold harmless TRAI from and against all claims, liabilities, losses, expenses (including attorneys' fees), fines, penalties, taxes or damages (collectively referred to as "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including TRAI)	11.20.1. The SP undertakes to indemnify and hold harmless TRAI from and against all claims, liabilities, losses, expenses (including attorneys' fees), fines, penalties, taxes or damages (collectively referred to as "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including TRAI) attributable to the SP's gross negligence or willful misconduct in performance or non-performance of its obligations under this Agreement. 11.20.2. If TRAI notifies the SP in writing of a third party claim against TRAI that any service provided by the SP infringes a copyright, trade secret or patents incorporated in India of any third party, the SP shall defend such claim at	As per RFP kindly refer section 11.20."Indemnificati on and Limitation of Liability".

| | | | | | attributable to the SP's negligence or willful default in performance or non-performance of its obligations under this Agreement.

11.20.2. If TRAI notifies the SP in writing of a third party claim against TRAI that any service provided by the SP infringes a copyright, trade secret or patents incorporated in India of any third party, the SP shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against TRAI.

11.20.3. If any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either a. Procure the right for Indemnified Party to continue using it b. Replace it with a non-infringing equivalent c. Modify it to make it non-infringing.

11.20.4. If the SP fails to defense TRAI against any claim , which SP is required | its expense and shall pay any costs or damages that may be finally awarded against TRAI.

11.20.3. If any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either a. Procure the right for Indemnified Party to continue using it b. Replace it with a non-infringing equivalent c. Modify it to make it non-infringing d. If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the SP shall refund the TRAI the fees effectively paid for that service, information, direction, specification or materials by the TRAI subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis.
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11.20.4. If the SP fails to defense TRAI against any claim , which SP is required to defend under this Agreement, TRAI will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of TRAI shall be borne by SP;

SP shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) SP's compliance with TRAI's specific technical designs or instructions (except where SP knew or should have known that such compliance was likely to result in an Infringement Claim and SP did not inform TRAI of the same); (ii) inclusion in a Deliverable of any content or other materials provided by TRAI and the infringement relates to or arises from such TRAI materials or provided material; (iii) modification of a Deliverable after delivery by SP to TRAI if such modification was not made by or on behalf of the SP; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by SP; or (v) use of the Deliverables | |

| | | | | to defend under this Agreement, TRAI will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of TRAI shall be borne by SP;

11.20.5. The liability of either Party (whether as per laws prevalent in India or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by the RFP, shall be the payment of direct damages only, which shall in no event exceed the total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 11.20 and breach of Clauses 11.14.3 and 11.22.

11.20.6. In no event shall either Party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause | for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the SP ; or (v) use of a superseded release of some or all of the Deliverables or TRAI's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the SP .

TRAI shall not be entitled to seek any indemnification from the SP unless TRAI provides the SP with (i) prompt written notice of any claim, demand or action for which TRAI is seeking or may seek indemnification hereunder and gives the SP the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the SP in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the SP, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing.

The TRAI warrants that all software, information, data, materials and other assistance provided by it under the Agreement shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold SP harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.

11.20.5. The total cumulative liability of either Party (whether as per laws prevalent in India or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by the RFP, shall be the payment of direct damages only, which shall in no event, in the aggregate, exceed the total | |

| | | | | | 11.20.1) even if it has been advised of their possible existence.

11.20.7. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts. | amount paid to SP by the TRAI in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 11.20.

11.20.6. In no event shall either Party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, lost data, loss of reputation or goodwill or lost savings) nor for any third party claims even if it has been advised of their possible existence.
SP shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to The SP undertakes to indemnify and hold harmless TRAI from and against all claims, liabilities, losses, expenses (including attorneys' fees), fines, penalties, taxes or damages (collectively referred to as "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including TRAI) attributable to the SP's gross negligence or willful default misconduct in performance or non-performance of its obligations under this Agreement.

11.20.2. If TRAI notifies the SP in writing of a third party claim against TRAI that any service provided by the SP infringes a copyright, trade secret or patents incorporated in India of any third party, the SP shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against TRAI.

11.20.3. If any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either a. Procure the right for Indemnified Party to continue using it b. Replace it with a non-infringing equivalent c. Modify it to make it non-infringing d. If such measures do not achieve | |

					the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the SP shall refund the TRAI the fees effectively paid for that service, information, direction, specification or materials by the TRAI subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. . 11.20.4. If the SP fails to defense TRAI against any claim , which SP is required to defend under this Agreement, TRAI will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of TRAI shall be borne by SP; SP shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) SP's compliance with TRAI's specific technical designs or instructions (except where SP knew or should have known that such compliance was likely to result in an Infringement Claim and SP did not inform TRAI of the same); (ii) inclusion in a Deliverable of any content or other materials provided by TRAI and the infringement relates to or arises from such TRAI materials or provided material; (iii) modification of a Deliverable after delivery by SP to TRAI if such modification was not made by or on behalf of the SP; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by SP; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the SP ; or (v) use of a superseded release of some or all of the Deliverables or TRAI's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the SP . TRAI shall not be entitled to seek any indemnification from	

| | | | | | the SP unless TRAI provides the SP with (i) prompt written notice of any claim, demand or action for which TRAI is seeking or may seek indemnification hereunder and gives the SP the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the SP in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the SP, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing. The TRAI warrants that all software, information, data, materials and other assistance provided by it under the Agreement shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold SP harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.

11.20.5. The total cumulative liability of either Party (whether as per laws prevalent in India or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by the RFP, shall be the payment of direct damages only, which shall in no event, in the aggregate, exceed the total amount paid to SP by the TRAI in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose)total contract value payable under this Agreement. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 11.20 and breach of Clauses 11.14.3 and 11.22.

11.20.6. In no event shall either Party be liable for any consequential, incidental, indirect, special or punitive | |

					damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, lost data, loss of reputation or goodwill or lost savings) nor for any third party claims (other than those set-forth in Clause 11.20.1) even if it has been advised of their possible existence.	
					SP shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to 11.20.1. The SP undertakes to indemnify and hold harmless TRAI from and against all claims, liabilities, losses, expenses (including attorneys' fees), fines, penalties, taxes or damages (collectively referred to as "Loss") on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including TRAI) attributable to the SP's gross negligence or willful default misconduct in performance or non-performance of its obligations under this Agreement.	
					11.20.2. If TRAI notifies the SP in writing of a third party claim against TRAI that any service provided by the SP infringes a copyright, trade secret or patents incorporated in India of any third party, the SP shall defend such claim at its expense and shall pay any costs or damages that may be finally awarded against TRAI.	
					11.20.3. If any service, information, direction, specification or materials provided by Indemnified Party or any third party contracted to it, is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either a. Procure the right for Indemnified Party to continue using it b. Replace it with a non-infringing equivalent c. Modify it to make it non-infringing d. If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the SP shall refund the TRAI the fees effectively paid for that service, information, direction, specification or materials by the TRAI subject to depreciation for the period of Use, on a straight line depreciation over a 5 year	

| | | | | | | period basis. . 11.20.4. If the SP fails to defense TRAI against any claim , which SP is required to defend under this Agreement, TRAI will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of TRAI shall be borne by SP; SP shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) SP's compliance with TRAI's specific technical designs or instructions (except where SP knew or should have known that such compliance was likely to result in an Infringement Claim and SP did not inform TRAI of the same); (ii) inclusion in a Deliverable of any content or other materials provided by TRAI and the infringement relates to or arises from such TRAI materials or provided material; (iii) modification of a Deliverable after delivery by SP to TRAI if such modification was not made by or on behalf of the SP; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by SP; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the SP ; or (v) use of a superseded release of some or all of the Deliverables or TRAI's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the SP . TRAI shall not be entitled to seek any indemnification from the SP unless TRAI provides the SP with (i) prompt written notice of any claim, demand or action for which TRAI is seeking or may seek indemnification hereunder and gives the SP the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may | |

| | | | | | | prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the SP in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the SP, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing.

The TRAI warrants that all software, information, data, materials and other assistance provided by it under the Agreement shall not infringe any intellectual property rights of third parties, and agrees that it shall at all times indemnify and hold SP harmless from any loss, claim, damages, costs, expenses, including Attorney's fees, which may be incurred as a result of any action or claim that may be made or initiated against it by any third parties alleging infringement of their rights.

11.20.5. The total cumulative liability of either Party (whether as per laws prevalent in India or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or services covered by the RFP, shall be the payment of direct damages only, which shall in no event, in the aggregate, exceed the total amount paid to SP by the TRAI in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose). The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 11.20.

11.20.6. In no event shall either Party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, lost data, loss of reputation or goodwill or lost savings) nor for any third party claims even if it has been advised of their possible existence.

SP shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the | |
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					extent that such delay or failure has arisen as a result of any delay or failure by TRAI or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that SP is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of TRAI, then SP shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which SP is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of TRAI. Such failures or delays shall be brought to the notice of TRAI and subject to mutual agreement with TRAI, then SP shall take such actions as may be necessary to correct or remedy the failures or delays. SP shall be entitled to invoice TRAI for additional costs incurred in connection with correction or remedy as above at time & material rate card as agreed upon between the parties. 11.20.7. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.	
447	Section 11.21. Force Majeure	11.21. Force Majeure	233-234	11.21.2. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Agreement, Bid and/or the RFP. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed	11.21.2. Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Agreement, Bid and/or the RFP. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Agreement. 11.21.4. Unless otherwise directed by TRAI in writing, the SP shall continue to perform its obligations under the Agreement as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. Either Party reserves the right to terminate the Agreement by giving a	As per RFP Kindly refer section 11.21."Force Majeure".

| | | | | precautions, as were required to be taken under the Agreement. Any failure or lapse on the part of the SP in performing any obligation as is necessary and proper, to negate the damage due to projected/ anticipated events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate DR or any failure in setting up a contingency mechanism would not constitute Force Majeure. However, a cyberattack, corruption of information, software corruption, destruction of information, virus attack in the system or any such software malfunction shall not constitute a Force Majeure event and rectification of the same shall be borne by the SP.

11.21.4. Unless otherwise directed by TRAI in writing, the SP shall continue to perform its obligations under the Agreement as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. TRAI reserves the right to terminate the Agreement | written notice of minimum thirty (30) days if, as a result of Force Majeure, the SP is unable to perform a material portion of the services for a period of more than sixty (60) days. However SP shall be entitled to receive payments for all services rendered by it to TRAI under this Agreement. 11.21.6. In case of a Force Majeure event, all the Parties shall bear their own costs, and TRAI will not be liable to the SP for any costs that the latter incurs on account of such Force Majeure event. | |

448		Section 11.22.4	235	The SP shall execute a Non-Disclosure Agreement (hereinafter referred to as "NDA") with TRAI in the format provided in Annexure VIII appended to the RFP and shall ensure that all its employees, agents, etc.	We would like to humbly submit that vide the terms of their employment, our employees are bound to maintain confidentiality of all client data, and in case we are awarded the mandate under the RFP, we would be signing a NDA at a company level. Thus, we would like to request your good office to remove the requirement of signing individual confidentiality undertakings from project team members	As per RFP Kindly Refer the section 11.22. "Confidentiality".
449	Section 11.22. Confidentiality	11.22. Confidentiality	234-236	11.22.3. TRAI or its nominated agencies shall retain all rights to prevent, stop and, if required, take necessary punitive action against the SP for any disclosure of Confidential Information. TRAI reserves the right to adopt legal proceedings, civil or criminal, against the SP in relation to a dispute arising out of breach of obligation by the SP under this Clause. 11.22.4. The SP shall execute a Non-Disclosure Agreement (hereinafter referred to as "NDA") with TRAI in the format provided in Annexure VIII appended to the RFP and shall ensure that all its employees, agents, etc., execute individual non-disclosure agreements, which have been duly approved by TRAI with respect to this Project. 11.22.5. For avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the	11.22.3. TRAI or its nominated agencies shall retain all rights to prevent, stop and, if required, take necessary legal action against the SP for any disclosure of Confidential Information. TRAI reserves the right to adopt civil legal proceedings, against the SP in relation to a dispute arising out of breach of obligation by the SP under this Clause. 11.22.4. The SP shall execute a Non-Disclosure Agreement (hereinafter referred to as "NDA") with TRAI in the format mutually agreed and shall ensure that all its employees, agents, etc., execute individual non-disclosure agreements, which have been duly approved by TRAI with respect to this Project. 11.22.5. For avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: a. information already available in the public domain or becomes generally known to the public without violation of the Agreement; b. information which has been developed independently by the SP; c. information which has been received by the SP from a third party who had the right to disclose such information; d. information which has been disclosed to the public pursuant to a court order; e. Is in the possession of, or was known to, the SP prior to its receipt, without an obligation to maintain confidentiality. 11.22.7. The SP may only disclose the Confidential Information in the following circumstances: a. with the prior written consent of TRAI; b. to a member of the SP's team or its subcontractor, or agent or consultant (hereinafter referred to as "Authorized Person") provided	As per RFP Kindly refer section 11..22."Confidentiality".

| | | | | | following information: a. information already available in the public domain; b. information which has been developed independently by the SP; c. information which has been received by the SP from a third party who had the right to disclose such information; d. information which has been disclosed to the public pursuant to a court order.

11.22.7. The SP may only disclose the Confidential Information in the following circumstances: a. with the prior written consent of TRAI; b. to a member of the SP's team (hereinafter referred to as "Authorized Person") provided the Authorized Person needs to know the Confidential Information for accomplishment of the services under this Agreement and the Authorized Person has executed a confidentiality agreement that has been duly approved by TRAI prior to receiving such information; and c. if and to the extent that the SP is compelled legally to disclose the Confidential Information. | the Authorized Person needs to know the Confidential Information for accomplishment of the services under this Agreement and the Authorized Person has executed a confidentiality agreement that has been duly approved by TRAI prior to receiving such information; and c. if and to the extent that the SP is compelled legally to disclose the Confidential Information.

11.22.10. The SP shall not carry any written material, layout, diagrams, floppy disks, pen-drive, CDs, hard disk, storage tapes or any other media out of TRAI premise without written permission from TRAI. The SP's personnel shall follow TRAI's Information Security policy. The SP acknowledges that TRAI's data and other TRAI proprietary information or materials, whether developed by TRAI or being used by TRAI pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to TRAI; and the SP agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the SP to protect its own proprietary information. The SP recognizes that the goodwill of TRAI depends, among other things, upon keeping such proprietary information confidential and that unauthorized disclosure of the same by the SP could damage TRAI, and that by reason of the SP's duties hereunder, the SP may come into possession of such proprietary information, even though the SP does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees, sub contractors, agents or consultants with a need to such access to perform the services required by this agreement. The SP shall use such information only for the purpose of performing the said services. The SP shall, upon termination of this Agreement for any reason, or upon demand by TRAI, whichever is earlier, return any and all information provided to the SP by TRAI, including any copies or reproductions, both hardcopy and electronic. The obligation under this clause | |

| | | | | 11.22.10. The SP shall not carry any written material, layout, diagrams, floppy disks, pen-drive, CDs, hard disk, storage tapes or any other media out of TRAI premise without written permission from TRAI. The SP's personnel shall follow TRAI's Information Security policy. The SP acknowledges that TRAI's data and other TRAI proprietary information or materials, whether developed by TRAI or being used by TRAI pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to TRAI; and the SP agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the SP to protect its own proprietary information. The SP recognizes that the goodwill of TRAI depends, among other things, upon keeping such proprietary information confidential and that unauthorized disclosure of the same by the SP could damage TRAI, and that by | will not apply where it is necessary to retain any Confidential Information for the purpose as required by law or for internal auditing purposes or electronic data stored due to automatic archiving and back-up procedures.

11.22.11.The confidentiality obligations on the part of the SP under this Agreement shall remain in force for the Term of the Agreement and shall survive for a period of 2 years after the expiration or termination of the Agreement. | |

| | | | | reason of the SP's duties hereunder, the SP may come into possession of such proprietary information, even though the SP does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. The SP shall use such information only for the 11.22.3. TRAI or its nominated agencies shall retain all rights to prevent, stop and, if required, take necessary punitive action against the SP for any disclosure of Confidential Information. TRAI reserves the right to adopt legal proceedings, civil or criminal, against the SP in relation to a dispute arising out of breach of obligation by the SP under this Clause.

11.22.4. The SP shall execute a Non-Disclosure Agreement (hereinafter referred to as "NDA") with TRAI in the format provided in Annexure VIII appended to the RFP and shall ensure that all its employees, agents, etc., execute individual non- | |
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| | | | | disclosure agreements, which have been duly approved by TRAI with respect to this Project.

11.22.5. For avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information: a. information already available in the public domain; b. information which has been developed independently by the SP; c. information which has been received by the SP from a third party who had the right to disclose such information; d. information which has been disclosed to the public pursuant to a court order.

11.22.7. The SP may only disclose the Confidential Information in the following circumstances: a. with the prior written consent of TRAI; b. to a member of the SP's team (hereinafter referred to as "Authorized Person") provided the Authorized Person needs to know the Confidential Information for accomplishment of the services under this Agreement and the Authorized Person has executed a confidentiality | |

| | | | | agreement that has been duly approved by TRAI prior to receiving such information; and c. if and to the extent that the SP is compelled legally to disclose the Confidential Information.

11.22.10. The SP shall not carry any written material, layout, diagrams, floppy disks, pen-drive, CDs, hard disk, storage tapes or any other media out of TRAI premise without written permission from TRAI. The SP's personnel shall follow TRAI's Information Security policy. The SP acknowledges that TRAI's data and other TRAI proprietary information or materials, whether developed by TRAI or being used by TRAI pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to TRAI; and the SP agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the SP to protect its own proprietary | |

| | | | | information. The SP recognizes that the goodwill of TRAI depends, among other things, upon keeping such proprietary information confidential and that unauthorized disclosure of the same by the SP could damage TRAI, and that by reason of the SP's duties hereunder, the SP may come into possession of such proprietary nformation, even though the SP does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. The SP shall use such information only for the purpose of performing the said services. The SP shall, upon termination of this Agreement for any reason, or upon demand by TRAI, whichever is earlier, return any and all information provided to the SP by TRAI, including any copies or reproductions, both hardcopy and electronic.

11.22.11.The confidentiality obligations on the part of the SP under this Agreement | |
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				shall remain in force for the Term of the Agreement and shall survive the expiration or termination of the Agreement.		
450	Section 11.25. Ownership and Intellectual Property Rights	11.25. Ownership and Intellectual Property Rights	237-238	11.25.1. TRAI will own and have a right in perpetuity to use all newly created Intellectual Property Rights (IPR) which have solely arisen out of or have been developed solely pertaining to the purpose of, and during execution of this Agreement, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the SP solely during the performance of the services and for the purposes of, inter alia, use or sub-license of such services under this Agreement. The SP undertakes to disclose all such Intellectual Property Rights arising in performance of the services to TRAI and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of TRAI.	11.25.1. TRAI will own and have a right in perpetuity to use all newly created Intellectual Property Rights (IPR) which have solely arisen out of or have been developed solely pertaining to the purpose of, and during execution of this Agreement as Bespoke Development, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the SP solely during the performance of the services and for the purposes of, inter alia, use or sub-license of such services under this Agreement. The SP undertakes to disclose all such Intellectual Property Rights arising in performance of the services to TRAI and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of TRAI at TRAI's costs and expenses . 11.25.2. Further, the SP shall ensure that all approvals, registrations, licenses, permits and rights which are, inter alia, necessary for use of the Deliverables, applications, services, etc., provided by the SP under this Agreement shall be acquired in the name of TRAI. TRAI shall assign such approvals, etc. to the SP for the purpose of execution of any of its obligations under the terms of this Agreement. However, subsequent to the Term of this Agreement or termination of this Agreement for whatsoever reason, such approvals etc. shall endure to the exclusive benefit of TRAI. 11.25.3. Pre-existing work: All Intellectual Property Rights existing prior to the Effective Date of this Agreement shall belong to the Party that owned such rights immediately prior to the Effective Date. Subject to the foregoing, TRAI	As per RFP Kindly refer section 11.25."Ownership and Intellectual Property Rights".

| | | | | | 11.25.2. Further, the SP shall ensure that all approvals, registrations, licenses, permits and rights which are, inter alia, necessary for use of the Deliverables, applications, services, etc., provided by the SP under this Agreement shall be acquired in the name of TRAI. TRAI shall assign such approvals, etc. to the SP for the purpose of execution of any of its obligations under the terms of this Agreement. However, subsequent to the Term of this Agreement or termination of this Agreement for whatsoever reason, such approvals etc. shall endure to the exclusive benefit of TRAI.

11.25.3. Pre-existing work: All Intellectual Property Rights existing prior to the Effective Date of this Agreement shall belong to the Party that owned such rights immediately prior to the Effective Date. Subject to the foregoing, TRAI will also have rights to use and copy all process, specifications, reports and other document drawings, manuals, and other documents provided by SP as part of the Scope of Work under this Agreement | will also have rights to use and copy all process, specifications, reports and other document drawings, manuals, and other documents provided by SP as part of the Scope of Work under this Agreement for the purpose of this Agreement on non-exclusive, non-transferable, perpetual, royalty-free license to use basis.

11.25.4. TRAI acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any SP 's proprietary software or tools. If SP and TRAI mutually agree that the SP provides to TRAI any proprietary software or tools of SP or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of SP or of a third party. All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work"), including any enhancement or modification thereto, shall remain the sole property of that Party unless the said development, enhancement, modification, etc., has been made in pursuance of the Scope of Work provided under the RFP. During the performance of the services for this Agreement, each Party grants to the other Party a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other Party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the SP shall grant TRAI a non-exclusive, perpetual, fully paid-up license to use the pre-existing work in the form delivered to TRAI as part of the service or deliverables only for its internal business operations. Under such license, either Parties will have no right to sell the pre-existing work of the other Party to a third party. The foregoing license also does not authorizes TRAI to (a) separate SP   pre-existing work from the deliverable in which they are incorporated for creating | |

| | | | | for the purpose of this Agreement on non-exclusive, non-transferable, perpetual, royalty-free license to use basis.

11.25.4. Third Party Products: All IPR including the source code and materials developed or otherwise obtained independently of the efforts of a Party under this Agreement ("pre-existing work"), including any enhancement or modification thereto, shall remain the sole property of that Party unless the said development, enhancement, modification, etc., has been made in pursuance of the Scope of Work provided under the RFP. During the performance of the services for this Agreement, each Party grants to the other Party a non-exclusive license to use, reproduce and modify any of its pre-existing work provided to the other Party solely for the performance of such services for duration of the Term of this Agreement. Except as may be otherwise explicitly agreed to in a statement of services, upon payment in full, the SP shall grant TRAI a non-exclusive, | a stand-alone product for marketing to others; (b) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the SP pre-existing work in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) reverse compile or in any other way arrive at or attempt to arrive at the source code of the SP pre-existing work.
TRAI's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that the SP leaves with TRAI at the conclusion of performance of the services.

Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the SP shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for TRAI, for any other customer of the SP (including without limitation any affiliate, competitor or potential competitor of TRAI). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party

Similarly all the Intellectual Property Rights (IPR) in the third party software used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ SP's licensor and TRAI shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software. | |

				perpetual, fully paid-up license to use the pre-existing work in the form delivered to TRAI as part of the service or deliverables only for its internal business operations. Under such license, either Parties will have no right to sell the pre-existing work of the other Party to a third party. TRAI's license to pre-existing work is conditioned upon its compliance with the terms of this Agreement and the perpetual license applies solely to the pre-existing work that the SP leaves with TRAI at the conclusion of performance of the services. 11.25.5. Commercially-Off-The-Shelf Software (COTS): For all COTS products whose source code and IPR vests with the COTS owner, the licenses for such COTS shall be obtained in the name of TRAI. TRAI will retain exclusive and irrevocable Intellectual Property Rights to the customized enhancements of the COTS/ application, forms and the compilations of the Project in perpetuity and nothing herein shall or will be construed or deemed to grant to the SP any right, title, license, sub-license,	11.25.5. Commercially-Off-The-Shelf Software (COTS): For all COTS products whose source code and IPR vests with the COTS owner, the licenses for such COTS shall be obtained in the name of TRAI 11.25.6. Ownership of documents: TRAI will own all documents provided by or originating from TRAI and all documents produced by or from or for the SP in the course of performing the services. Forthwith upon expiry or termination of this Agreement and at any other time on demand by TRAI, the SP shall deliver to TRAI all documents provided by or originating from TRAI and all documents produced by or from or for the SP in the course of performing the services, unless otherwise directed in writing by TRAI at no additional cost. The SP shall not, without the prior written consent of TRAI, store, copy, distribute or retain any such documents. 11.25.7. The ownership of all IPR rights in any and all documents, artefacts, etc. (including all training materials) made during the implementation of the Project under this Agreement will lie with TRAI.	

| | | | | proprietary right or other claim against or interest in, to or under (whether by estoppels, by implication or otherwise) to the aforesaid rights.

11.25.6. Ownership of documents: TRAI will own all documents provided by or originating from TRAI and all documents produced by or from or for the SP in the course of performing the services. Forthwith upon expiry or termination of this Agreement and at any other time on demand by TRAI, the SP shall deliver to TRAI all documents provided by or originating from TRAI and all documents produced by or from or for the SP in the course of performing the services, unless otherwise directed in writing by TRAI at no additional cost. The SP shall not, without the prior written consent of TRAI, store, copy, distribute or retain any such documents.

11.25.7. The ownership of all IPR rights in any and all documents, artefacts, etc. (including all training materials) made during the implementation of the Project under this Agreement will lie with TRAI. | | |

451	Section 11.26. Warranty	11.26. Warranty	237	during the Warranty Period the SP will promptly provide TRAI with any and all maintenance modifications, enhancements, upgrades, updates and related documentation which the SP makes available to any other person or entity and the said maintenance modifications, enhancements, upgrades, updates and related documentation shall be provided by the SP within the Contract Value	Request TRAI to clarify whether the clause refers only to product-related enhancements (COTS/custom tools) that are common across deployments, or also includes project-specific enhancements. Further, request confirmation that only updates and upgrades relevant to the solution deployed for TRAI shall be covered under the contract value and that any additional enhancements specific to TRAI's evolving requirements shall be treated as change requests.	As per RFP Kindly Refer the section 11.26. "Warranty".
452	Section 11.27 Liquidated Damages	11.27. Liquidated Damages	238	11.27.1. The SP understand that time is the essence of the Agreement and the delivery dates are binding on the SP. Except as provided under Clause 11.21, if the SP fails to provide the deliverables within the period specified in the RFP, TRAI may, without prejudice to all the other remedies available to it under this Agreement, deduct from the Contract Value, as liquidated damages, a sum equivalent to the percentage specified in Section 9.1 of the RFP, for delay until actual delivery, up to a maximum deduction of 10% of the Contract Value. Once the maximum is reached, TRAI may terminate this Agreement	We request TRAI to cap total penalties including liquidated damages to 5% of the agreement value to ensure alignment with industry norms.	No change. As per RFP

				pursuant to Clause 11.18 pertaining to "Termination".		
453		11.27. Liquidated Damages	239	11.27.1. The SP understand that time is the essence of the Agreement and the delivery dates are binding on the SP. Except as provided under Clause 11.21, if the SP fails to provide the deliverables within the period specified in the RFP, TRAI may, without prejudice to all the other remedies available to it under this Agreement, deduct from the Contract Value, as liquidated damages, a sum equivalent to the percentage specified in Section 9.1 of the RFP, for delay until actual delivery, up to a maximum deduction of 10% of the Contract Value. Once the maximum is reached, TRAI may terminate this Agreement pursuant to Clause 11.18 pertaining to "Termination". 11.27.2 Delivery period may be extended by TRAI at its sole discretion, with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the SP.	11.27.1. The SP understand that time is the essence of the Agreement and the delivery dates are binding on the SP. Except as provided under Clause 11.21 and subject to TRAI performing its obligations on time , if the SP fails to provide the deliverables within the period specified in the RFP, TRAI may, deduct from the Contract Value, as liquidated damages, a sum equivalent to the percentage specified in Section 9.1 of the RFP, for delay until actual delivery, up to a maximum deduction of 5‰ of the Value of delayed services. Once the maximum is reached, TRAI may terminate this Agreement pursuant to Clause 11.18 pertaining to "Termination". 11.27.2 Delivery period shall be extended by TRAI with or without liquidated damages, if the delay in the supply of service is on account of hindrances beyond the control of the SP.	As per RFP Kindly refer section 11.27."Liquidated Damages".
454	Section 11.28 Insurance Cover	11.28. Insurance Cover	238	Stringent Insurance Clauses for Deliverables and Services - The Service Provider (SP), during the Term of this	Could it be agreed upon mutual considerations ?	As per RFP Kindly Refer the section 11.28. "Insurance Cover".

				Agreement, undertakes to ensure that it has taken or shall take all appropriate insurances for the delivery of Deliverables and services that it is required to undertake under law as well as to adequately cover its obligations under this Agreement.		
455	Section 11.30 Governing Law and Dispute Resolution/Arbitration	11.30. Governing Law and Dispute Resolution/Arbitration	242-243	c. In the event of any dispute between the SP and TRAI arising directly or indirectly under the Agreement or connected therewith or incidental thereto, the matter shall be referred to Secretary, TRAI, who may himself act as sole arbitrator, or may name as sole arbitrator an officer of TRAI, notwithstanding the fact that such officer has been directly or indirectly associated with this Agreement. The SP shall not be entitled to raise any objection to the appointment of such officer of TRAI as the sole arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time, shall apply to such arbitration. The award of the arbitrator shall be final and binding on	c. In the event of any dispute between the SP and TRAI arising directly or indirectly under the Agreement or connected therewith or incidental thereto, the matter shall be referred to the sole arbitrator mutually appointed by the Parties. , The provisions of the Arbitration and Conciliation Act, 1996 and the rules made thereunder from time to time, shall apply to such arbitration. The award of the arbitrator shall be final and binding on both the parties. The parties expressly agree that the seat and venue of the arbitration proceedings shall be New Delhi. The language of arbitration shall be English.	As per RFP Kindly refer section 11.30."Governing Law and Dispute Resolution/Arbitration".

				both the parties. The parties expressly agree that the seat and venue of the arbitration proceedings shall be New Delhi. The language of arbitration shall be English.		
456	Section 13.2 Annexure II: Formats for Technical Bid	13.2.13. Form 12: Curriculum Vitae (CV) of Key Personnel	283	Profile	We request TRAI to consider the sample profiles during the presentation and actual profiles with the same skills or equvalant shall be shared after project awarded and on or before the start of the project. Retaining associates without a project allocation will pose a challenge to us for period of presentation and to the date of start of the project.	Actual profiles showcasing the skills specified in Form 12a of the RFP must be presented during the Technical presentation.
457	Section 13.3. Annexure III: Financial Bid Submission	13.3 Financial Bid format:	299	AMC cost shall comprise of Support, Maintenance, License cost etc. of deployed solution as per the scope defined in this RFP.	Need clarification on "AMC cost shall comprise of ……..License cost etc. of deployed solution as per the scope defined in this RFP." Are you expecting COTs solutions required in Internal Modules commercials on SAAS model?	No Saas model needed in TRAI.
458	Section 13.3.2.1. Capex Cost	13.3.2.1. Capex Cost	295	1.1 Telecom Module 1.1.1 Regulations Driven Reporting and Data Collection 1.1.2 Consumer Organization Registration 1.1.3 Quality of Service Audit Management 1.1.4 Header Information 1.1.5 SMS Header (5p) Exemption 1.1.6 Drive Test Application 1.1.7 Consultation Process Portal	For Sizing purpose, please share total number of users for each module, peak concurrent users, total API requests per day and peak API requests per day	As per RFP Kindly refer sections 6.2.1.4."Design and Solution Architecture", 10.2."Telecom Module", 10.3."Broadcasting and Cable Sector Module", 10.9."Internal Module" for number of stakeholders and users. The APIs to be exposed shall be based on the stakeholders identified in the RFP.

459		13.3.2.1. Capex Cost	295	1.2 Broadcasting Module 1.2.1 Regulation Driven Reporting and Data Collection 1.2.2 Register of Interconnect Module and Tariff Filing 1.2.3 Digital Addressable System (DAS) Audit Workflow 1.2.4 Channel Selector App and Portal	For Sizing purpose, please share total number of users for each module, peak concurrent users, total API requests per day and peak API requests per day	As per RFP Kindly refer sections 6.2.1.4."Design and Solution Architecture", 10.2."Telecom Module", 10.3."Broadcasting and Cable Sector Module", 10.9."Internal Module" for number of stakeholders and users. The APIs to be exposed shall be based on the stakeholders identified in the RFP.
460		13.3.2.1. Capex Cost	296	1.3 Common Functionalities 1.3.1 TRAI Recommendation and Status Portal 1.3.2 Link Shortener 1.3.3 RTI & PQ Response Automation 1.3.4 Vigilance Clearance 1.4 Rating Framework Portal 1.5 Dashboard for Legal Case Management System 1.6 Public (Consumer) Portal	For Sizing purpose, please share total number of users for each module, peak concurrent users, total API requests per day and peak API requests per day	As per RFP Kindly refer sections 6.2.1.4."Design and Solution Architecture", 10.2."Telecom Module", 10.3."Broadcasting and Cable Sector Module", 10.9."Internal Module" for number of stakeholders and users. The APIs to be exposed shall be based on the

						stakeholders identified in the RFP.
461		13.3.2.1. Capex Cost	296	2 COTS (Customization and Integration) (A2) 2.1 Human Resource Management Module 2.2 Contract Management Module 2.3 Asset and Inventory Management Module 2.4 Incident Management 2.5 Legal Case Management System	For Sizing purpose, please share total number of users for each module, peak concurrent users, total API requests per day and peak API requests per day	As per RFP Kindly refer sections 6.2.1.4."Design and Solution Architecture", 10.2."Telecom Module", 10.3."Broadcasting and Cable Sector Module", 10.9."Internal Module" for number of stakeholders and users. number of stakeholders and users.
462		13.3.2.1. Capex Cost	297	2.1 Human Resource Management Module	For COTS, Please confirm the number of users and other licences required	As Per RFP Kindly refer section 10.9."Internal Module".
463		13.3.2.1. Capex Cost	297	2.2 Contract Management Module	For COTS, Please confirm the number of users and other licences required	As Per RFP Kindly refer section 10.9."Internal Module".
464		13.3.2.1. Capex Cost	297	2.3 Asset and Inventory Management Module	For COTS, Please confirm the number of users and other licences required	As Per RFP Kindly refer section 10.9."Internal Module".
465		13.3.2.1. Capex Cost	297	2.4 Incident Management	For COTS, Please confirm the number of users and other licences required	As Per RFP Kindly refer section 10.9."Internal Module".
466		13.3.2.1. Capex Cost	297	Legal Case Management System	For COTS, Please confirm the number of users and other licences required	As Per RFP Kindly refer section 10.9. "Internal

						Module." For the Legal Case Management System, approximately 5 user licenses are to be considered initially. However, the system should be designed to be configurable and scalable, allowing for the addition of users and adaptation to evolving requirements in the future.
467		13.3.2.1. Capex Cost	297	COTS (Customization and Integration)(A2) 2.1 Human Resource Management Module 2.2 Contract Management Module 2.3 Asset and Inventory Management Module 2.4 Incident Management 2.5 Legal Case Management System	Need more inputs on the customization & volumetric data for lumpsum cost	As per RFP Kindly refer section 6.2.1.4."Design and Solution Architecture" & 10.9."Internal Module".
468		13.3.2.1. Capex Cost	297	COTS (Customization and Integration)(A2) 2.1 Human Resource Management Module 2.2 Contract Management Module 2.3 Asset and Inventory Management Module 2.4 Incident Management	Need more inputs on the customization & volumetric data for lumpsum cost	As per RFP Kindly refer section 6.2.1.4."Design and Solution Architecture" & 10.9."Internal Module".

				2.5 Legal Case Management System		
469		13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	Need Volumetric data for compute, Storage, networking & security layer for providing the Cloud costing	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
470		13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	Request you to please specify the VM type I,e. Intel/ AMD so as to get better performance cloud hardware from the SI	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
471	Section 13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	As there is an ask for Open Source technologies for application development, request you to add PaaS/Managed Cloud native services which will bring scalability, automation (backup, DR & self healing) to your environment with limited intervention.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
472		13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	Need Volumetric data for compute, Storage, networking & security layer for providing the Cloud costing	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
473		13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	Request you to please specify the VM type I,e. Intel/ AMD so as to get better performance cloud hardware from the SI	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
474		13.3.2.2. Cloud Cost (cloud cost during development and warranty period)	299	Cloud Cost) (A7) 1.1 Dev Environment 22 1.2 UAT Environment 20 1.3 Prod Environment 18	As there is an ask for Open Source technologies for application development, request you to add PaaS/Managed Cloud native services which will bring scalability, automation (backup, DR & self healing) to your environment with limited intervention.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.

#						Query	Response
475		Generic				We are a large organization operating our projects under different entities all registered in India. Hence, requesting Bid Authority to allow project experience/credentials of different affiliates/subsidiary/member entities of the same company.	No change. As per RFP
476		Generic		User Base and Access Control		Request TRAI to share the following details regarding the anticipated user landscape: 1. The expected total user base at full-scale implementation. 2. An estimate of the number of distinct user roles required within the system. 3. Any predefined role-wise access or permission matrix available with TRAI. 4. The maximum number of concurrent users expected to access the system at peak usage.	As per RFP Kindly refer sections 6.2.1.4."Design and Solution Architecture". For role wise access or permission matrix, will be discussed during requirement gathering phase.
477	General Queries	General	General	General		Please let us know if the analytics solution need to be integrated with any exiting solution TRAI is operating with ?	No integration with any existing analytics solution is required. A new, standalone analytics solution shall be proposed as part of the Unified IT Ecosystem
478		General	General	General		Please confirm if there is provisoin of contract extension	No such provision in RFP
479		General	General	Technical Requirement		Kindly let us know, what will be the size/Volume of the data which is going to processed for Analytics and visualization	As per RFP. Tentative number of reports received from the stakeholders are mentioned in section 10. "Functional Requirement Specifications" of the RFP.

480		General	Gen eral	General	What is the daily incremental data volume and what is the refresh frequency	The majority data from stakeholders are collected on monthly/quarterly/ half yearly/ yearly presently.
481		General	Gen eral	General	Requesting TRAI to allow and consider credentials of the holding company where bidder is the wholly owned subsidiary of the parent company	No change. As per RFP
482		General	Gen eral	General	We understand that subcontracting is not prohibited under the RFP and a bidder may use third party / third party resources to provide services under the ensuing contract. However, in such a case, the bidder would remain responsible for the work of such subcontractors. Please confirm if our understanding is correct.	Yes, this is correct understanding
483				Legacy application	Please provide: 1. List of current legacy systems 2. Whether legacy system is used in multiple Locations? 3. Is the legacy system uniform across these locations? 4. Whether legacy applications will be continued till go live of proposed solution.	Details will be shared with Selected bidder during requirement gathering phase.
484		Ticketing tool estimation		Generic	Request to provide the number of users (classified as below) in scope from TRAI side: * Maximum number of end users who may utilize ITSM portal * Fulfiller / resolver from TRAI side * Approver (business users) who will approve/acknowledge the tickets TRAI side	Maximum number of end users who may utilize ITSM portal will be approx. 400 users. Further details will be shared during the requirement gathering phase with the selected bidder.
485		ITSM tool		Generic	Are there any critical levers which are expected to be considered, such as SaaS/On-Prem , etc.	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.

486		ITSM tool		Generic	Please confirm that target platform should include the following : *Service Management *Software Asset Management *Discovery	The bidder is expected to propose the most suitable architecture that aligns with the scope outlined in the RFP.
487		ITSM tool		Generic	Kindly confirm if supplier service management tool is expected to integrate with TRAI service management tool or CMDB. Request to detail the integrations which are expected with the target ITSM platform.	Details will be shared with Selected bidder during requirement gathering phase.
488		IT Service Management		Generic	Our understanding is that TRAI has ITSM processes like Incident, Change, Problem and SRM implemented and TCS will follow and fine tune the existing processes. Please confirm if this understanding is correct.	No existing ITSM processes in TRAI.
489		IT Service Management		Generic	Kindly advise the current remote support management tool used. Can the tool be leveraged in the target environment ?	No current remote support management tool
490		NA	NA	General	Do you have caching platform that be used ?	No
491			66 (ii)	Realtime Notification	What are the preferred channels for real-time notifications (e.g., email, in-app alerts, SMS)?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP
492		General	General	General	As an end user TRAI will be storing data on CSP platform. Please clarify if any visit to the Datacenters from TRAI officials as well will be planned during the project period to check the setup/infra. If yes, then we recommend that an undertaking from CSP confirming acceptance of such visits should added as part of the PQ/Eligibility Criteria.	No change. As per RFP
493		General	General	General	We recommend to add the following clause in PQ/Eligibility Criteria: **Data and metadata must reside within Indian borders only.** An undertaking from CSP from authorized signatory having Power of Attorney to be submitted.	As per the RFP, the Service Provider shall utilize a MeitY-empaneled cloud, and the proposed architecture shall be

						designed to be CSP-agnostic.
494		General Guidelines	54	a. Solution components should preferably be based on open-source technology and should be provided with necessary support.	If we opt for enterprise support for open-source technologies, who will bear the cost of the support licenses?	The cost shall be borne by the Service Provider and shall included in the financial proposal.
495		General		SMS , Email , Payment Gateways , eSign if any other integrations	Will the cost for these external integrations be borne by the TRAI or the vendor(SP)?	SMS and Email cost will be borne by SP and shall include the same in financial bid\n\nTRAI will bear the Cost related to domain, SSL, DSC Dongle and Payment Gateway's usage related charges.
496		General		You have asked AI-ML and GenAI services in the RFP, that will be built using LLMs	Please suggest should the cloud solution should support only their own LLM or it should have CSP's own LLM and third party LLM as well to provide broader choice and flexibility over the period of time.	The cloud solution should be flexible and extensible to support a variety of LLMs. While the use of the CSP native LLMs is acceptable, the solution should also be capable of integrating with third-party LLMs, either through APIs or marketplaces, to ensure broader choice, adaptability, and future-proofing
497		General		CDN has not mentioned	Public grievence portal is for general public and other statis content will also be there for general public along with Myspeed App, Does consumer facing portal and apps	The bidder is required to propose the most suitable

					required CDN as well to provide better consumer experience. Please confim and CDN normally needs 20+ PoP in India in order to provide right coverage in India. Please confirm should SP to consider this, while this may not add any incremental cost but selection of right cloud will play a role out here.	solution that fully meets the scope defined in the RFP.
498		General		No Change Request handling limit specified	Is there a cap on total CRs per year? If not, can we mutually define a CR-effort threshold post-Go-Live?	As per RFP Kindly refer section 12.3.2." Change Management Process".
499		General		IPR(Intellectual Property Rights) Not Mentioned	Will the bidder retain rights to base platform modules/frameworks? Or Is there any Intellectual Property Rights policy to be followed?	As per RFP kindly refer section 11.25."Ownership and Intellectual Property Rights".
500				Generic	Upon reviewing the RFP document, we observed that it does not contain any specific clause addressing the eligibility or participation of demerged entities. As a recently demerged and now independently operating entity, we are keen to participate in this RFP and would like to request TRAI to consider our eligibility accordingly. We believe that including provisions or providing clarifications for demerged entities would ensure a fair and inclusive process, enabling capable and qualified organizations like ours to contribute meaningfully to the objectives outlined in the RFP.	Demerged entities may be permitted to rely upon the credentials of their original/parent entities for a period of up to five (5) years from the date of their incorporation, subject to submission of satisfactory documentary evidence demonstrating continuity of business operations, technical capabilities, and relevant experience. However, only the credentials and

						experience acquired prior to the date of demerger, will be considered valid for evaluation.
501		General			To what extent should the system support self-service analytics and ad-hoc reporting for different user roles? Are there any restrictions or approval workflows for custom report creation?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
502		General			Is there a preferred geographic location for DC and DR within India?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
503		General			Should the DR environment be "hot," "warm," or "cold" standby?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
504		General			Apart from the Open Source Solutions, are there any preferred tools or platforms for monitoring?	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.
505		General			Can we get some details about current tech stack and architecture , requirements and additional documentation used in these existing systems	The existing application shall be integrated using APIs and Single Sign-On (SSO) with comprehensive IT ecosystem. Further Details will be shared during requirement

						gathering phase to the selected bidder.
506		General			Who are the stakeholders that TRAI are considering as the product users mentioned for the portals in this RFP?	As per RFP Kindly refer section 10."Functional Requirement Specifications".
507		General			If role based access is expected please share which roles will have to access to specific modules/functions.	Yes role based access is expected and Details will be shared to the selected bidder during requirement gathering phase.
508		General			How does TRAI envision managing any changes needed in the SRS ?	As per RFP Kindly refer section 6.2.1.3."Software Requirements Specifications (SRS) Preparation".
509		General			Can TRAI outline the scope of the POC expected from the Vendors?	As per RFP Kindly refer section 5.2.4."Technical Presentation".
510		General		Deployment of Core Team - Hybrid	Please elaborate what do mean by deployment of the core team in Hybrid model.	As per RFP Kindly refer section 7."Team Structure
511		General		You have asked AI-ML and GenAI services in the RFP, that will be built using LLMs	Please suggest should the cloud solution should support only their own LLM or it should have CSP's own LLM and third party LLM as well to provide broader choice and flexibility over the period of time.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP. As per RFP the SP shall use MeitY empaneled cloud and proposed architecture should

						be a CSP-agnostic solution
512		General		CDN has not mentioned	Public grievence portal is for general public and other statis content will also be there for general public along with Myspeed App, Does consumer facing portal and apps required CDN as well to provide better consumer experience. Please confim and CDN normally needs 20+ PoP in India in order to provide right coverage in India. Please confirm should SP to consider this, while this may not add any incremental cost but selection of right cloud will play a role out here.	The bidder is expected to propose the most suitable solution that aligns with the scope outlined in the RFP.