

Clarification to Pre-Bid Queries

Bid Number : GEM/2026/B/7878577

Title: Development and Maintenance of the Finance Management Module

Dated: 20-08-2026

A Pre-Bid was held on **01/09/2026 at 11:00 AM** through Video Conference with respect to Bid regarding “Development and Maintenance of the Finance Management Module” invited on GEM portal.

The following Clarification in response to queries raised by prospective bidders through GeM portal/email is as follows:

S. No.	Bidder	RFP Section / Clause	Page	Bidder Query / Clarification Sought	Department Reply / Clarification
1	Harshitha	5(A) PQ Sl.4	11	Kindly clarify what type of Financial Management Module is required under the PQ criteria. We have implemented payment integration and financial reconciliation in projects such as IRCTC Food on Track, HeliYatra, and Lakshadweep. Please confirm whether this experience qualifies.	The experience may qualify only if it falls within the tender definition of Similar Work as in tender document, and satisfies the prescribed value and documentary requirements.
2	Harshitha	5(A) PQ Sl.5	12	As our projects are ongoing, we can submit Work Orders, Testimonials, Go-Live Certificates, and Performance Letters as supporting documents. We request that these be considered as proof of project experience.	Ongoing projects may be considered only where the prescribed documentary evidence establishes the required experience, project value and status.
3	Harshitha	5(A) PQ Sl.12	12	Whether a self-declaration of local content from the bidder will be	The bidder shall submit the prescribed Make in India compliance certificate confirming minimum 20%

				accepted for software developed using open-source technologies/no specific OEM product.	local content, as applicable under the tender.
4	Harshitha	General – Cloud cost & Security Audit	Annexure I / Scope	Please confirm who will bear the Cloud cost and Security Audit cost.	Cloud hosting is payable at actuals as specified in Annexure-I. Security audit/VAPT requirements form part of the specified scope.
5	Cyfuture India Pvt. Ltd.	Annexure III B.2	27	Request that CMMI Level-3 or above be awarded 5 marks.	Delete word Above as it was typo error. Marks remain unchanged
6	Cyfuture India Pvt. Ltd.	5(A) PQ Sl.5	12	Request to accept Work Orders/Purchase Orders/Work Completion Testimonials instead of the specified documentation.	The documents specified under PQ Sl. No. 5 shall be submitted to establish the required experience, project cost and completion/status.
7	Cyfuture India Pvt. Ltd.	Note – Relaxation of Norms for Startups/MS Es	13-14	Request that MSMEs be exempted from Bidder Turnover, Experience Criteria and EMD.	Eligible MSE/Startup relaxation is available for turnover and prior experience as specified. EMD exemption is governed by applicable GeM provisions. Other mandatory requirements remain applicable.
8	Cyfuture India Pvt. Ltd.	General	-	Clarify the number and roles of resources expected under the hybrid structure and frequency/duration of physical visits.	No fixed deployment pattern or frequency of physical visits is prescribed. The bidder shall propose suitable resources for the scope.
9	Cyfuture India Pvt. Ltd.	7.11 Project Timeline	22	Request extension of implementation timeline from 6 months to 8 months.	No change. The complete project shall be completed within six months from the date of award of work.
10	Interlace India Pvt Ltd	7.1 Requirement Analysis &	18	Provide the complete list of 14+ offices and confirm whether office-specific	The offices covered are specified on pages 20-21 of the tender.

		System Study		workflows are required.	
11	Interlace India Pvt Ltd	7.1 Requirement Analysis & System Study	18	Provide existing financial workflows, approval/escalation matrix and process documents.	Detailed workflows and approval/escalation requirements shall be finalized during requirement analysis and SRS approval.
12	Interlace India Pvt Ltd	7.1 Requirement Analysis & System Study	18	Provide complete integration list including PFMS, e-Office, PAO and other systems with API specifications.	The scope includes relevant system integrations, including PFMS/PAO. Detailed interfaces shall be finalized during requirement analysis/SRS.
13	Interlace India Pvt Ltd	7.2-A Diary & Receipt Management	18-19	Clarify whether e-Office integration is required for e-Office Diary Number and provide API details.	Yes
14	Interlace India Pvt Ltd	7.2-A Diary & Receipt Management	18-19	Provide expected annual transaction volume and document/attachment storage volume.	No financial transaction is being made in this module.
15	Interlace India Pvt Ltd	7.2-A Diary & Receipt Management	18-19	Clarify maximum attachment size and supported file formats.	Upto 20 MB per files, (rarely any files size may increased above 20 MB) Pdf/docx/JPG/xls
16	Interlace India Pvt Ltd	7.2-B Fund Requisition & Fund Allocation	19	Provide Object Head/Budget Head master and hierarchy.	Refer Annexure-I of DFPR, 2024 readily available on the URL below https://doe.gov.in/files/circulars_document/Delegation_of_Financial_Powers_Rules_2024_Booklet.pdf
17	Interlace India Pvt Ltd	7.2-B Fund Requisition & Fund Allocation	19	Clarify approval workflow for fund requisition, allocation, supplementary allocation and re-appropriation.	Maximum 7 stages (DP-DDO-HO-CGO_FIN1-CGO_FIN2-CGODIR-CGPDTM)
18	Interlace India Pvt Ltd	7.2-C Expenditure & Payment	19	Clarify whether PFMS integration is API-based or manual.	Yes, through any mode basis on the availability of API

19	Interlace India Pvt Ltd	7.2-C Expenditure & Payment	19	Clarify whether PAO integration through API is required or PAO workflow is within the application.	Yes
20	Interlace India Pvt Ltd	7.2-C Expenditure & Payment	19	Clarify whether GST, TDS, deductions and recoveries are required in bill/payment processing.	yes
21	Interlace India Pvt Ltd	7.2-D Budget Control	19-20	Clarify whether expenditure exceeding allocation should be blocked or allowed through authorized override.	Yes with override facility
22	Interlace India Pvt Ltd	7.2-D Budget Control	19-20	Provide thresholds/business rules for deviation alerts and confirm configurability.	Yes
23	Interlace India Pvt Ltd	7.2-E Dashboard, MIS & Monitoring	20	Provide final list and sample formats of mandatory reports/MIS.	Please refer
24	Interlace India Pvt Ltd	7.2-E Dashboard, MIS & Monitoring	20	Clarify whether custom/ad-hoc reports and dashboard drill-down are required.	Please refer standard format like provided CAM 2024 (cga.gov.in/Books/Print/2.a.spx)
25	Interlace India Pvt Ltd	7.3 User Roles & Access	21	Provide detailed RBAC matrix for DEO, Dealing Staff, DDO, HQ Finance and System Administrator.	Various role is being handled by DEO, Dealing Staff, DDO, HQ Finance and System Administrator. Accordingly RBAC matrix or similar may be prepared.
26	Interlace India Pvt Ltd	7.3 User Roles & Access	21	Clarify authentication mechanism including SSO/MFA/OTP.	Yes
27	Interlace India Pvt Ltd	7.4 Offices to be Covered	21	Clarify whether additional offices/units notified during the contract	All the offices under O/o CGPDTM is included

				are included or additional scope.	
28	Interlace India Pvt Ltd	7.5 Revenue & Capital Heads	21	Provide complete Revenue/Capital/Object Head master and clarify whether authorized users may modify/add heads.	Please refer Annual report ; available on IPINDIA website
29	Interlace India Pvt Ltd	7.6 Compliance & Security	21-22	Clarify whether all VAPT remediation and re-testing cycles required for final clearance are included.	yes
30	Interlace India Pvt Ltd	7.6 Compliance & Security	21-22	Clarify responsibility and cost for GIGW 3.0 compliance/assessment.	yes
31	Interlace India Pvt Ltd	7.7 Cloud Hosting	22 / Annexure I	Provide cloud infrastructure sizing including VM, DB, storage, backup and workload.	Vendor has to provided cloud facility on the fixed cost upto contract end.
32	Interlace India Pvt Ltd	7.7 Cloud Hosting	22 / Annexure I	Clarify whether DR infrastructure is required and provide RPO/RTO.	Yes
33	Interlace India Pvt Ltd	7.7 Cloud Hosting	Annexure I	Clarify treatment of increase in cloud resource consumption since hosting is payable at actuals.	No, fixed cost
34	Interlace India Pvt Ltd	7.8 Training & Support	22	Specify number of users/training sessions and support SLA.	50-100
35	Interlace India Pvt Ltd	7.9 Source Code & IPR	22	Clarify ownership/licensing of third-party/open-source components and pre-existing bidder frameworks.	All IPR related to module in the name of CGPDTM
36	Interlace India Pvt Ltd	7.10 Exit Management	22	Clarify whether minimum three-month transition	Yes

				support is included in quoted cost.	
37	Interlace India Pvt Ltd	7.11 Project Timeline	22	Clarify whether six-month implementation period includes CGPDTM and third-party approval timelines.	Yes
38	Interlace India Pvt Ltd	7.12 Three-Year Maintenance	22	Provide severity-wise support SLA.	For SLA, kindly refer Meity Guideline or Cloud service on GeM
39	Interlace India Pvt Ltd	7.12 Three-Year Maintenance	Annexure I	Clarify whether new reports, workflow changes, enhancements and additional integrations during AMS are included or treated as Change Requests.	Yes
40	Aska Technologies Pvt Ltd	Bidder Eligibility Criteria, 6	16	Request exemption from minimum 30 IT Professionals for Startups/MSMEs.	No relaxation is provided. The minimum requirement of 30 IT professionals remains applicable.
41	Aska Technologies Pvt Ltd	Bidder Eligibility Criteria, 8	16	Request exemption from MeitY-empanelled CSP authorization for Startups/MSMEs.	No relaxation is provided. The MeitY-empanelled CSP requirement remains applicable.
42	Aska Technologies Pvt Ltd	Bidder Eligibility Criteria, 9	16	Request exemption from loss/profit-after-tax criterion for Startups/MSMEs.	No relaxation is provided. The prescribed profitability criterion remains applicable.
43	Aska Technologies Pvt Ltd	Technical Evaluation Criteria and Marking Scheme, C	26-27	Request to allow Consortium/Joint Venture participation.	Consortium/JV participation is not provided for under the tender.
44	Trust Fintech Limited	4. Qualifying Criteria	9	Whether CBS, lending, digital banking, finance/accounting, workflow and MIS projects for RBI-	As per Tender document *Similar Work means development, implementation, maintenance, or support of Finance

				regulated banks/NBFCs qualify as similar software applications.	Management Systems, ERP Systems, Budget Management Systems, Workflow Automation Systems, e-Governance Applications, Enterprise Applications, Accounting System, Dashboard, Web Based Portals, Data Analytics, Monitoring Systems or Management Information Systems for Government of India/State Government/PSU.
45	Trust Fintech Limited	5(A) PQ Sl.4	11	Whether completed software implementations for RBI-regulated banking institutions, including banks, qualify as similar work projects.	As per Tender document *Similar Work means development, implementation, maintenance, or support of Finance Management Systems, ERP Systems, Budget Management Systems, Workflow Automation Systems, e-Governance Applications, Enterprise Applications, Accounting System, Dashboard, Web Based Portals, Data Analytics, Monitoring Systems or Management Information Systems for Government of India/State Government/PSU/ autonomous bodies.
46	Trust Fintech Limited	5(A) PQ Sl.5	11-12	Whether five-plus years of banking software experience for RBI-regulated banks satisfies the Government/PSU-sector experience requirement.	Experience solely with private/non-PSU banks or NBFCs does not satisfy the Government/PSU-sector experience requirement under Sl. No. 5.

47	Trust Fintech Limited	Annexure III A.1	26	Whether completed banking-domain projects for RBI-regulated banks may be treated as eligible similar projects for technical scoring.	Technical marks under A.1 shall be awarded only for projects satisfying the prescribed scope, client category, value and documentary requirements.
48	Trust Fintech Limited	Annexure III A.1	26	Whether each eligible banking-domain project of ₹25 lakh or above qualifies for marks irrespective of client category.	No. The prescribed client-category requirement must also be satisfied.
49	Trust Fintech Limited	Annexure III A.2	26	Whether organizational experience is counted from incorporation and whether banking software experience is fully considered.	No change
50	Trust Fintech Limited	Startup/MSE Relaxation	14	Request technical marks for banking-customer implementation in lieu of Government/PSU experience under MSE exemption.	No. MSE/Startup relaxation does not confer technical marks for otherwise ineligible projects.
51	Trust Fintech Limited	Note – Similar Work / PQ	13	Request to expand Similar Work to RBI-regulated banks and other regulated financial institutions.	The definition of Similar Work remains unchanged.
52	Trust Fintech Limited	Note – Similar Work / Local Supplier	13	Whether Indian-developed banking products may satisfy Similar Work while separately meeting Class-I/Class-II local supplier provisions.	Similar Work eligibility and Make in India/local-supplier compliance are separate requirements and shall be satisfied independently.
53	Trust Fintech Limited	4. Qualifying Criteria / 5(A) Sl.4	9,11	Clarify whether the applicable experience period is last 3 financial years or last 5 financial years.	The last three financial years apply to PQ Sl. No. 4; the five-financial-year period applies to the

					technical evaluation under A.1, as specified.
54	Trust Fintech Limited	1. Request for Bid / System sizing	2	Provide total users and concurrency for cloud infrastructure sizing.	No fixed number of users or concurrency is prescribed. The bidder shall propose scalable infrastructure.
55	Positive Mantra Consulting Private Limited	5(A) PQ Sl.5	12	Clarify whether projects executed during the last five financial years will be considered for the stipulated experience requirement.	Sl. No. 5 requires minimum five years' experience in the specified Government/PSU sector/domain, supported by the prescribed project details.
56	Positive Mantra Consulting Private Limited	5(A) PQ Sl.5 – Supporting Documents	12	Request acceptance of completed phases of ongoing projects supported by Work Order/Agreement and CA certificate.	Ongoing projects/part-completed phases may be considered only where the prescribed evidence establishes the required experience, project value and completion/status.
57	Positive Mantra Consulting Private Limited	6. Payment Terms and Milestones	16-17	Request revision of payment milestones to release a larger proportion before AMC.	No change. Payment shall remain milestone-based as specified in the tender.
58	Positive Mantra Consulting Private Limited	Annexure III A.1	26	Clarify whether minimum three eligible projects collectively carry 5 marks or 5 marks each.	The minimum three eligible projects collectively carry 5 marks. Each additional eligible project carries 5 marks, subject to the maximum of 20 marks.
59	Positive Mantra Consulting Private Limited	Annexure III A.1	26	Request consideration of phase-completed projects in ongoing multi-year engagements.	As specified in A.1, completion evidence shall be by Completion Certificate issued by the Client OR Work Order along with Self-Certificate of Completion.
60	Positive Mantra Consulting Private Limited	Annexure III A.1 – Supporting Documents	26	Request acceptance of Work Order plus self-certificate of completion.	Yes. Work Order along with Self-Certificate of Completion is expressly specified under A.1.
61	Positive Mantra	Annexure III A.2	26	Request acceptance of incorporation	No change. A.2 requires Certificate of

	Consulting Private Limited			certificate plus auditor/CA self-certification for organizational experience.	Incorporation/Registration along with relevant Work Orders/Completion Certificates.
62	Positive Mantra Consulting Private Limited	Annexure III B.1	27	Request upward revision of AAT slabs proportionate to project value.	No change. The turnover scoring bands specified in Annexure III B.1 shall apply.
63	Positive Mantra Consulting Private Limited	Annexure III B.2	27	Request correction/revision of CMMI scoring and 5 marks for Level-3 or Level-3 with ISO certifications.	Delete word Above as it was typo error. Marks remain unchanged
64	Webkul Software Pvt. Ltd.	MeitY-Empanelled CSP Requirement	7	As mentioned on Page No. 7, Point No. 8 under the Buyer Added Bid Specific ATC, the bidder should be a MeitY-empanelled Cloud Service Provider (CSP) or have authorization from a MeitY-empanelled CSP. The bidder requests that this condition may be removed or bidders having the requisite technical capability and relevant experience may also be permitted without such authorization.	The tender condition remains unchanged. The bidder shall be a MeitY-empanelled CSP or have valid authorization from a MeitY-empanelled CSP.
65	Webkul Software Pvt. Ltd.	Experience with Private Organizations	7	As per Point No. 4 of the Buyer Added Bid Specific ATC, the bidder is required to have experience in similar work/projects executed for Government/PSU organizations. Kindly	No. Private-organization experience does not qualify where the tender requires Government/PSU experience.

				clarify whether work orders and/or completion certificates issued by private organizations, based in India or abroad, will also be considered.	
66	Webkul Software Pvt. Ltd.	CMMI Level Evaluation Criteria	27	The evaluation criteria provides 2 marks for CMMI Level 3, 3 marks for CMMI Level 4, and 5 marks for CMMI Level 5. The bidder requests that the highest score of 5 marks may be assigned to CMMI Level 3 certification.	Rectified. Delete word Above as it was typo error. Marks remain unchanged .
67	Webkul Software Pvt. Ltd.	Scope of Maintenance and Technical Support	Tender Scope	It is mentioned that 3 years of maintenance and technical support are required. Kindly clarify whether the scope is limited to maintenance, bug fixing and technical support, and whether enhancement, customization or feature changes are excluded.	Maintenance and support shall be provided as per the scope. Enhancements/customizations, where required under the approved scope, shall be dealt with accordingly.
68	Webkul Software Pvt. Ltd.	Migration of Existing Finance Data	Tender Scope	Kindly clarify the volume and format of the existing finance data, documents and attachments to be migrated and the number of years of historical data required to be migrated.	The exact volume, format and historical period for migration shall be finalized during requirement analysis with the Department.
69	Webkul Software Pvt. Ltd.	Format of Data to be Migrated	Tender Scope	Kindly clarify whether the existing data to be migrated	The bidder shall support migration from the data formats/sources made

				will be provided in database format, Excel/CSV, through APIs, or in the form of scanned documents.	available by the Department, as finalized during requirement analysis.
70	Webkul Software Pvt. Ltd.	PFMS API/Integration Interfaces	Tender Scope	Kindly clarify whether the required PFMS APIs and/or integration interfaces will be provided by the Department/PFMS, or whether the bidder is required to develop/provide the same.	PFMS integration shall be undertaken as required. Available interfaces shall be coordinated with PFMS/Department and necessary integration work shall be carried out by the bidder.
71	Synergy Top	Definition of Similar Work / Criterion 4	13, 29, 11	Page 29 includes autonomous bodies within Similar Work, whereas Criterion 4 refers to Government/PSU organizations. Kindly confirm whether projects executed for autonomous bodies are eligible. Further, may functionally similar finance, ERP, budget, workflow or MIS implementations for regulated institutions or large enterprises also be considered?	As per Tender document *Similar Work means development, implementation, maintenance, or support of Finance Management Systems, ERP Systems, Budget Management Systems, Workflow Automation 7 / 9 Systems, e-Governance Applications, Enterprise Applications, Accounting System, Dashboard, Web Based Portals, Data Analytics, Monitoring Systems or Management Information Systems for Government of India/State Government/PSU.
72	Synergy Top	Section 5(A), Criterion 7 / Annexure III B.2	12, 27	CMMI Level 3 is mandatory at prequalification and CMMI is also a scored parameter. Kindly clarify whether CMMI Level	No Change in marks. Delete word Above as it was typo error. The CMMI certificate shall be issued by the CMMI Institute as specified in the tender.

				3 or Level 5 certification issued by a third-party agency, other than the CMMI Institute, will be acceptable.	
73	Synergy Top	Section 5(A), Criterion 6 / Annexure III C / Annexure IV	12, 27, 30	Kindly confirm whether exactly 30 qualified IT professionals will satisfy the prequalification requirement and whether equivalent payroll evidence such as salary records, Form 16/TDS records or CA/authorized-signatory certification may be accepted. Further, may consortium member resources be counted collectively?	Yes. A minimum of 30 qualified IT professionals is mandatory for fulfilling the prequalification requirement. Documentary evidence as specified in the tender shall be submitted for verification.
74	Synergy Top	Section 5(A), Criterion 8 / Scope Clause 7	12, 21	May bidders submit an undertaking or letter of intent from a MeitY-empanelled CSP with the bid and provide the final project-specific authorization before contract signing or cloud provisioning?	The bidder shall have the prescribed valid authorization from a MeitY-empanelled CSP or itself be a MeitY-empanelled CSP.
75	Synergy Top	MSE/Startup Relaxation / Annexure III	13–14, 26–28	Kindly clarify the technical evaluation method for an eligible MSE/Startup claiming turnover and prior-experience exemption. Will exempted parameters be excluded and the score normalized, or will an alternative	No. MSE/Startup relaxation is limited to the eligibility criteria expressly specified. Technical evaluation shall remain as per Annexure III.

				evaluation method be applied?	
76	Synergy Top	Annexure III A.1	26	Similar Project Experience has a maximum of 20 marks, whereas the table appears to indicate a cutoff of 21 marks. Kindly confirm the valid cutoff and the marks for three, four, five and additional eligible projects.	A.1 has a maximum of 20 marks. The apparent cutoff of 21 marks is inconsistent with the maximum marks and shall be clarified/corrected through corrigendum.
77	Synergy Top	Annexure III B.1	27	The turnover parameter shows a seven-mark cutoff, whereas the scoring bands provide 3, 5 and 10 marks. Kindly confirm the intended cutoff and whether ₹25 lakh remains the effective minimum turnover threshold.	₹25 lakh remains the minimum eligibility turnover. The scoring bands in B.1 remain as specified; the apparent cutoff of 7 marks shall be clarified/corrected through corrigendum.
78	Synergy Top	Payment Milestones / BOM Security Audit / Scope Clause 6	16–17, 21, 23	Kindly confirm the exact number and type of audits required during implementation and each maintenance year, including CERT-In audit, VAPT/retest and STQC/GIGW assessments, and whether audit fees and authority-driven re-audits are to be included in the fixed price.	Audits specifically required under the tender shall be undertaken within the bidder's scope.

