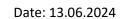


## REQUEST FOR PROPOSAL (RFP) FLOATED FOR RATE CONTRACT WITH TWO FINTECH COMPANIES OR SOFTWARE DEVELOPMENT COMPANIES FOR PROVIDING DIGITAL TAX COLLECTION SOLUTION TO 50 URBAN LOCAL BODIES VALID TILL 30.06.2026

(Reference: Bid Ref: CO/DB&FP/591/R1/2025-26 Dated 03.06.2025)

## NOTICE – I ADDENDUM/CORRIGENDUM

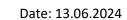
S No.	Pg No/ Clause	Particulars	ADDENDUM/CORRIGENDUM  Existing guidelines			Revised guidelines						
			Sr. No	Parameter s	Sub- Para	meter	Max Marks	Sr. No	Parameters	Sub- Parai	meter	Max Marks
	24	9) Evaluation Criteria a. Bidder's Experience(30Marks)	1	Company Profile	Years of Operation	n	10	1	Company Profile	Years of Operation	Marks	10
1.					5-Less than 8 years	2			5-Less than 8 years	4		
			8>=10 years Greate		6			8>=10 years	6			
					Than 10 years					Greater Than 10 years	10	
			60 Days as per the details mentioned below:			120 Days as per the details mentioned below:						
	54	34) Delivery Schedule	final scope of work is		Within 15 day issuing P.O		final scope of work issuance		•			
2.			Design and development of solution with UAT		pment of	Within 30 day signing of Sco Work and cor of UAT Sign 0	of Scope of solution, Obtaining UAT Sign is		Within 90 issuance o	of P.O		
				T Clearance , Go Live			11		Within 120 issuance of	•		





Response to Pre-Bid queries

S.No	Page			Over details	Poplies to Pro hid Overy	
5.NO	No		Description	Query details	Replies to Pre-bid Query	
1	27	Technical Specifications Point 3	Integration with GIS	Could you please specify the exact GIS platforms/software that need to be integrated with? Are there any preferred GIS vendors or should the solution be compatible with multiple GIS platforms like ArcGIS, QGIS, etc.?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	
2	27	Technical Specifications Point 3	Property mapping and spatial analysis	What is the expected level of detail required for property mapping? Should the system support cadastral mapping, and what spatial analysis functionalities are specifically required (buffer analysis, overlay analysis, etc.)?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	
3	31	Functional Specification Point 11	Basic Geo Tagging	Please clarify the scope of "Basic Geo Tagging." What level of location accuracy is required (building level, plot level, or GPS coordinates)? Should it support offline geo-tagging capabilities?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	
4	41	Integration Requirements	GIS Integration	What are the data formats and standards expected for GIS integration (Shapefile, KML, GeoJSON, etc.)? Are there existing GIS datasets that need to be integrated?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	
5	27	Technical Specifications Point 3		How should the location-based tax assessment be calculated? Are there specific geographic zones or boundaries that need to be considered for differential tax calculations?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	
6	41	Integration Requirements	Basic Geo Tagging	Should the geo-tagging feature integrate with existing survey settlement records or revenue maps?	Detailed requirement will be shared with successful bidder as per the requirement of specific ULB.	





				Is integration with state land record systems required?	
7	31	Functional Specification Point 11	Basic Geo Tagging	What are the data security and privacy requirements for location data storage and transmission, especially considering citizen privacy concerns?	Security features as per industry standards should be available. Data privacy as per laws on consumer data protection and privacy by RBI, SEBI, IRDAI and any other regulatory authority of India should be ensured.
8	27	Technical Specifications Point 2	Data migration from existing system	What are the typical data volumes and formats of existing legacy systems that need migration? Is there a standard data format specification for migration?	Detailed requirement for data migration will be shared with successful bidder as per the requirement of specific ULB.
9	28	Technical Specifications Point 6	Mobile Application	For the mobile application, are there specific minimum OS version requirements for Android and iOS? Should the app support offline functionality?	Mobile Application should be compatible with latest Android and IoS Versions and also with below 2 versions.
10	28	Technical Specifications Point 7	BBPS Integration	Please provide specific technical requirements for BBPS integration. Are there designated BBPS service providers that must be used, or can any certified BBPS provider be chosen?	Bidder will be on-boarded as Biller and bidder should have the capability to integrate with Bank's BBPS.
11	28	Technical Specifications Point 7	WhatsApp Integration	What is the scope of WhatsApp integration? Should it support automated notifications, payment links, or full conversational bot functionality? Are there specific WhatsApp Business API requirements?	Collection Module through whatsapp is required. Specific ULB will be having Whatsapp business user number. Provision to enquire and pay pending tax through whatsapp chat by the tax payers should be present.



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12	28	Technical Specifications Point 5	Performance uptime	The penalty structure mentions uptime percentages. How is uptime calculated - is it 24x7 or during business hours only? What constitutes planned vs unplanned downtime?	Planned downtime will not be included in the uptime percentage.  Planned downtime will only be considered for the below purposes:  a. Implementation of new functionalities  b. Applying Bug Fix in existing application  c. Applying Security Patches  However, such planned instances should adhere to terms mentioned in the RFP. Uptime is calculated in 24 x 7.
13	41	Manpower Requirement	Training duration	The scope mentions "minimum three working days" training. Is this per module or comprehensive training for the entire solution? Can training be conducted in regional languages?	Comprehensive training of minimum three days on the solution need to be conducted as per the requirement of the specific ULB.  Training need to be conducted as in the language preferred by specific ULB.
14	30	Technical Specifications Point 10	Government-listed data centers	Please provide the list of approved government-listed data centers or the criteria for determining if a data center qualifies as "government-listed."	It refers to the Meity empanelled cloud service providers
15	54	Delivery Schedule	Implementation timeline	The 60-day implementation schedule seems aggressive. Can you clarify if this timeline includes data migration, testing, training, and go-live for all modules, or are there flexibility provisions for complex implementations?	Please refer Notice 1 Addendum/Corrigendum.



16	69	Commercial Bid	Change Request charges	The commercial format mentions 50 man-days for change requests. Are there predefined categories of changes that would be considered within scope vs. chargeable change requests?	Please adhere to RFP terms and conditions.
17	48	Intellectual Property Rights	Source code escrow	Please clarify the specific requirements for source code escrow arrangement. Should it be with a specific escrow agent, and what are the trigger conditions for source code release?	Please adhere to RFP terms mentioned in Page No 47 Point No 19.
18	33	8	Bidder should have experience of minimum 3 years as on the date of RFP in providing/developing Tax Collection Solution to Urban Local Bodies in India. The bidder should have developed minimum three solutions which should have been in use /live as on date of publishing RFP in India.	We would like to bring to your kind attention that our organization possesses extensive experience in the payment and card domain. As part of our recent initiatives, we have successfully developed and implemented a Digital Tax Collection ERP platform, which is fully integrated with a Payment Gateway to enable seamless, secure, and real-time tax payments across multiple digital channels.  In view of this relevant experience, we respectfully request the Bank to relax the clause pertaining to prior implementation experience, and consider such projects—specifically Digital Tax Collection Solutions integrated with Payment Gateways—as valid and relevant experience under the payment domain.	Please adhere to RFP terms and conditions.



19	34	14	publication of this RFP. Copy of certificate to be submitted CMMI - Level 3 (from CMMI institute	ISO 27001.  In view of this, we kindly request the Bank to consider amending the relevant clause in the RFP as follows:  The bidder should possess any one of	Please adhere to RFP terms and conditions.
19	34	14	publication of this RFP. Copy of certificate to be submitted CMMI - Level 3 (from CMMI institute erstwhile SEI) published in CMMI website - ISO 27001:2022 - ISO	Bank to consider amending the relevant clause in the RFP as follows:  The bidder should possess any one of the following valid certifications prior to the date of publication of this RFP. A copy of the certificate must be	
			20000:2018 - ISO 9001:2015	submitted as proof:     ISO 27001:2022     PCI DSS (latest version)	