

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 | Existing guidelines | | | | | Revised guidelines | | | | |
|---|---------------|---|--|-----------------|--|-------|-----------|--|-----------------|------------------------------------|-------|-----------|
| 1. | 24 | 9) Evaluation Criteria a. Bidder's Experience(30Marks) | Sr. No | Parameter s | Sub- Parameter | | Max Marks | Sr. No | Parameters | Sub- Parameter | | Max Marks |
| | | | 1 | Company Profile | Years of Operation | Marks | 10 | 1 | Company Profile | Years of Operatio n | Marks | 10 |
| | | | | | 5-Less than 8 years | 2 | | | | 5-Less than 8 years | 4 | |
| | | | | | 8>=10 years | 6 | | | | 8>=10 years | 6 | |
| | | | | | Greater Than 10 years | 10 | | | | Greater Than 10 years | 10 | |
| 60 Days as per the details mentioned below: | | | | | | | | | | | | |
| 2. | 54 | 34) Delivery Schedule | Gap Analysis & Signing off final scope of work | | Within 15 days of issuing P.O | | | Gap Analysis & Signing off final scope of work | | Within 30 days of issuance of P.O | | |
| | | | Design and development of solution with UAT | | Within 30 days after signing of Scope of Work and completion of UAT Sign Off | | | Design and development of solution, Obtaining UAT Sign off | | Within 90 days of issuance of P.O | | |
| | | | VAPT Clearance , Training and Go Live | | Another 15 days after UAT Sign Off | | | VAPT Clearance , Training and Go Live | | Within 120 days of issuance of P.O | | |
| | | | 120 Days as per the details mentioned below: | | | | | | | | | |

Response to Pre-Bid queries

| S.No | Page No | Para 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 | Location-based tax assessments | 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. |

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| | | | | 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. |

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| 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. | <p>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.</p> <p>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.</p> | Please adhere to RFP terms and conditions. |

Date: 13.06.2024

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| 19 | 34 | 14 | <p>The bidder should have any of the following certifications (with validity) at least one year prior to the date of 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 20000:2018 - ISO 9001:2015</p> | <p>Our organization is PCI DSS certified and has also been recently certified for ISO 27001.</p> <p>In view of this, we kindly request the Bank to consider amending the relevant clause in the RFP as follows:</p> <p>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 submitted as proof:</p> <ul style="list-style-type: none"> • ISO 27001:2022 • PCI DSS (latest version) | <p>Please adhere to RFP terms and conditions.</p> |
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