The following queries were discussed, answered, and resolved during the pre-bid meeting held on 11/11/2025 at 3.00 PM

Sr. No.	Page No.	Section / Clause	Statement in RFP	Query	Reason for Query	CCI Reply
1	5	Part-A: Scope of Work – Hosting	"Vendor should purchase a subdomain in consultation with IT department for hosting the application as per the requirement of CCI free of cost."	Can CCI confirm whether domain ownership and SSL management will be transferred to CCI post go-live?	To clarify ownership and responsibility for ongoing domain and SSL renewals.	Yes — ideally, both domain ownership and SSL certificate management should be transferred to CCI (The Cotton Corporation of India Ltd.) post go-live.
2	7	Hosting of Web Application	"Application is required to be hosted in MeiTY, GCC Empanelled Cloud server provider during the contract period free of cost."	Is the cloud account to be created under CCI ownership, or will the vendor host it in their environment and transfer later?	To clarify ownership and responsibility for cloud billing and compliance.	**The cloud account should be created under CCI's ownership right from the beginning.**
3	5	Part-A: Scope of Work – SMS Gateway	"The vendor would provide browser based and API based SMS gateway to CCI for integration."	Should the SMS gateway be in the vendor's account during development and later migrated to CCI, or should it be registered directly in CCI's name from inception?	To ensure proper data ownership and avoid compliance issues.	The SMS gateway should be registered directly in CCI's name from inception.
4	7	Security Audit	"The Vendor is required to conduct a Security Audit of the web browser-based application through CERT-In / STQC empanelled vendor."	Should the security audit be done post-deployment only, or is it expected during UAT as well?	To understand if two-phase audits are required for budgeting and scheduling.	The security audit should be conducted both during UAT (User Acceptance Testing) and again post-deployment (before go-live).

5	—	—	*Testing scope not explicitly mentioned in RFP.*	Please confirm whether the vendor is responsible for conducting **Functional Testing**, **Performance Testing**, and **UAT support** before go-live.	The RFP mentions development and implementation but does not specify testing responsibilities — clarification is essential for accurate cost, effort, and timeline estimation.	Yes — the vendor is responsible for conducting Functional Testing, Performance Testing, and providing UAT (User Acceptance Testing) before go-live.
6	7	Technical Requirement	"The web browser-based application will be made available to HO/Branch Offices… opened using internet."	What is the expected concurrent user load and total number of users across branches?	To size infrastructure (VMs, DB performance, SMS gateway throughput).	As per typical CCI (The Cotton Corporation of India Ltd.) operational requirements, the expected user load for the web portal can be broadly estimated as follows — based on procurement season activity and distributed usage across branch offices and centres:
7	7	Maintenance Warranty & Support	"Vendor should provide AMC support for three years after warranty."	Will the application logs and database backups be stored within CCI infra, or vendor-managed during AMC? And also the retention period?	To clarify responsibilities for backup, retention, and restoration.	Application logs and database backups should be stored within CCI's infrastructure, even if the vendor is responsible for maintenance during the AMC (Annual Maintenance Contract) period.
8	5	Data & MIS	"DB should have proper log and audit trail… MIS reports to be developed."	Should audit logs capture CRUD operations, or only key user actions?	To clarify granularity and storage requirements for audit data.	Audit logs should capture all CRUD (Create, Read, Update, Delete) operations, along with key user actions

9	7	Migration Activity	“The vendor has to migrate existing data, reports etc. from existing system.”	Please share the format, size, and structure of existing data and reports for estimation of migration effort.	Migration scope is unclear and directly affects project effort.	Will be provided at the time of onboarding
10	6	Multi-language Support	“All above can be filled in Hindi/English Language which should be enabled in web application.”	Will localization be required for both UI and report generation (PDF/Excel exports)?	To confirm language rendering scope for Unicode and right-to-left text support.	Yes — localization will be required for both the User Interface (UI) and report generation (PDF/Excel exports) to ensure consistent multilingual support across the entire system.
11	13	Resolution of Reported Problems	“Critical problems within 6 hours, non-critical within 2 days.”	Is there a defined classification matrix for ‘critical’ vs ‘non-critical’ issues?	To avoid ambiguity during support phase.	will be provided at the time onboarding
12	**12**	**1**	1. Contract with the Vendor CCI would enter into a contract with the vendor who will be responsible for delivery and overall implementation for designing and development of new web browser based software for Online Public Grievance Redressal System & Annual Confidential Report (ACR)/Annual Performance Assessment Report (APAR) System.	The contract has not been shared as part of the RFP document. Whether the detailed contract would only be shared with the succesful bidder? We hope that the terms and conditions of the contract would be flexible as per mutual discussions.		will be provided at the time onboarding
		6	6. Effective date of start of contract The effective date of start of contract will be reckoned from the date of the work order by the Corporation.			CCI will granted a limited license to use the deliverables only for evaluation and internal purposes, not for redistribution or external use.

13	**12**	**5**	5. Proposal Ownership The proposal and all supporting documentation submitted by the vendors shall become the property of CCI.	What kind of ownership the purchaser is seeking as the IP of such documents shall remain with Protiviti. We trust the documents will be confidential only for the Technical Review Committee.		Upto contract period
14	**15**	**17(o)**	The provisions of this Clause 17 shall remain in force during contract period as well as after the expiry or termination of the contract.	As an organisation we return or destroy the information after we don't need it and this is in favor of the client as well since it minimizes the risk of any confidentiality breaches. We should add a definitive period for survival instead of a perpetual survival period.		After successfully handover the source code after waranty period, bidder can destroy the information.
15	**N/A**	**N/A**	No Limitation of liability provisions	There are no limitation of liability provisions in the RFP document. Liability should be capped to the value of the contract and indirect damages should be excluded.		**Not more than the project cost.**
16	13	8	"The total project schedule shall be 90 days from the date of Work Order."	Are there any planned CCI holidays or shutdowns during the 90-day development period (starting from Work Order) that could affect deployment, testing, or project timelines?		Holiday list will be provided after onboarding
17	7	Migration Activity	"The Vendor has to migrate existing data, reports etc. from the existing system to new system."	What specific data (e.g., historical grievances, old ACR/APAR forms, employee records) needs to be migrated, and in what format? Are there any data cleansing requirements before migration?		No cleaning required and data will be provided at the time of onboarding
18	7	Hosting of Web Application	"The web browser based application is required to be hosted in a secured web server which should be available inside India & all security as per the guidelines of Govt. Of India to be followed."	What are the specific security guidelines from the Government of India that must be adhered to, beyond standard practices mentioned in the document?		Will be provided at the time of onbaording

19	6	Log, Audit Trail & MIS	"DB should have proper log and audit trail of each activity done and all the content should be encrypted as per standard."	What level of detail is required in the audit trail logs? How long should these logs be retained?		Audit trails should capture all CRUD operations, key user actions, and sufficient metadata for traceability, with logs retained for 6 months to 1 year for application logs, and up to 3 years for security/system logs.
20	7	Technology to be used	"the vendor should conduct online training to CCI Officials without any cost as an when required."	What is the expected number of users requiring training for each system (PGRS and ACR/APAR)? What are the preferred modes (onsite, online, multiple sessions) and locations for this training?		Around 900 users and training can be provided through online
21	7	Maintenance Warranty & Support	"The Vendor has to provide all documentation Including user manual related with this project in hard and soft copy at H.O."	Besides the user manual, what other documentation is expected (e.g., system architecture, API documentation, admin guide, installation guide)?		Will be provided at the time of onbaording
22	5, 6	Super User Admin, Escalation	"Add/Delete/Update Nominated Officers", "Assign Nominated Officers", "Escalation Matrix-Define an escalation matrix", "If a Grievance is pending more than_____days at Branches/ Department, auto notification... to Vigilance Officer at HO", "If VO at HO does not reply... then auto notification... to CVO".	Please provide the detailed organizational structure (departments, branches, designated officers) involved in the grievance redressal process to define the escalation matrix accurately. Who are the specific "Nodal Officers," "Vigilance Officers (VO)," and "CVO" in the system?		Will be provided at the time of onbaording
23	3	MODULE-I Complainant Input Screen	"Grievance Category: Select from Department List like- · Finance · IT · HR etc."	Please provide the complete list of "Grievance Categories" (Finance, IT, HR, etc.) and their sub-categories, if any.		Will be provided at the time of onbaording

24	6	Notification/ Alert	"Immediately after submitting the grievance, the complainant and nominated officer will receive SMS and email (if available) notification..."	What is the expected volume of SMS and emails per month? Are there any specific templates or content requirements for these notifications?		Will be provided at the time of onbaording
25	N/A	N/A	The document does not specify the number of users.	What is the expected total number of concurrent users for both the PGRS and ACR/APAR systems?		Around 900 users
26	10, 11	Financial Bid	"Annual Maintenance Charges after expiry of warranty period of second year..." (AMC for years 2, 3, 4 mentioned in Financial Bid table). "Vendor has to maintain the web browser based application for a period of minimum 3 years after one year warranty/support at the cost mentioned at I above."	How are the Annual Maintenance Charges (AMC) calculated – is it a fixed percentage of the total development cost, or is it based on specific parameters (e.g., number of users, hosting costs)? The financial bid mentions costs for Part A, Part B, and other components (B, C, D) – please confirm if the total project cost is the sum of the development costs for Part A and Part B plus other one-time costs (B, C, D).		As per the financial bid
27	4	MODULE-II Complaint Input Screen	"Complaint Document (choose file)", "Whether registered", "Do you want to upload PDF", "Attachment? Yes/No: Upload PDF/JPG". Also mentions handling "physical grievances received through email/ physical mode".	How should physical letters or email complaints be added to the system - via OCR scanning to extract data, or through manual data entry by CCI officers using the input screen (MODULE-II)?		Through scanning

28			Page 6 – Hosting Requirement	"The vendor is required to host complete application on a secured webserver after enabling all securities."	Please share expected number of total and concurrent users (peak load) for both PGRS and ACR/APAR modules to help size the cloud infrastructure correctly.	Around 900 users
29			Page 7 – Hosting of Web Application	"The vendor has to host the application in MeiTY, GCC Empanelled Cloud server provider during the contract period free of cost."	Clarify whether cloud hosting cost must be borne by the vendor during both the warranty period or also throughout the 3-year AMC.	Yes, it should be borne by the vendor
30			Page 7 – Hosting of Web Application	"...all security as per the guidelines of Govt. of India to be followed."	Kindly confirm if Disaster Recovery (DR) site or geo-redundancy is required for the production environment.	Yes
31			Page 7 – Technical Requirements	"The Vendor is required to conduct a Security Audit of the web browser based application through and suggested modifications should be made…"	Please clarify whether both CERT-In and STQC audits are required or either one will be acceptable for compliance.	One will be accepted
32			Page 7 – Security Audit	"The Vendor is required to conduct a Security Audit…"	Should the bidder include the cost of security audit in the quoted price, or will CCI directly engage an empanelled auditor?	Yes, the Bidder has to conduct security audit follows CERT-In/STQL empanelled auditors
33			Page 7 – Security Features	"Security features to be incorporated / Encryption of User ID/ passwords and other details as required"	Please confirm if penetration testing (VAPT) and source code review are part of the security audit deliverables.	Yes

34			Page 6 – SMS Gateway	"The vendor would provide browser based and API based SMS gateway to CCI for integration. The SMS gateway should be in the name of CCI and will be used by CCI for other purposes also."	Please confirm whether CCI will provide the SMS gateway credentials or the bidder must procure, configure, and bear the entire cost (including yearly SMS usage). Also clarify expected SMS volume per year beyond the initial 1 lakh SMS.	Yes
35			General	General	Please clarify whether email services (SMTP / email gateway) will be provided by CCI or whether the bidder has to arrange and bear the cost of an external email delivery service. Also, are there restrictions on third-party email APIs?	SMTP/ e-mail gateway CCI will provide
36			Page 6 – Notification / Alert	"Auto Notification / Alert should be generated as per the escalation matrix on every updation of status of grievance."	Please confirm whether all notification gateways (SMS, email) will be owned and managed by the bidder, or if CCI will provide credentials for their own systems. If bidder-owned, will CCI reimburse or bear recurring cost after warranty?	CCI will provide only e-mail ID, SMS bidder has to provide & cost to quoted in financial bid
37			Page 5 – Bilingual Requirement	"All above can be filled in Hindi/English Language which should be enabled in web application."	Please confirm if bilingual support applies to UI labels only or also to user-entered content (complaints, remarks, etc.).	Both, English & Hindi

38			Page 6 – ACR/APAR Workflow	"...approved by his/her immediate Officer/ Branch Head as reporting officers and further approved by reviewing officer…"	Will the reporting/reviewing hierarchy be static or configurable dynamically within the system?	Currently, the hierarchy will remain static, with approvals routed through the immediate Officer/Branch Head and then the reviewing officer. However, the system can be enhanced in the future to support dynamic configuration if required
39			General	General	Please confirm if digital signature / e-sign integration is expected for ACR/APAR approval. If yes, will CCI provide e-sign API credentials?	provision for Digital signature is required and cci will not provide any API
40			Page 6 – Reminder/Clarification Submission	"Provision for submission of reminder from complainant and clarification from CCI."	Please specify if reminders/clarifications will trigger both SMS and email notifications or only one mode.	Both
41			Page 7 – Migration Activity	"The Vendor has to migrate existing data, reports etc. from the existing system to new system."	Please provide details of the source system, data volume, and format to be migrated to the new platform.	Will be provided at the time of onbaording
42			Page 7 – Reports	"During warranty and AMC period, the vendor is required to develop MIS reports as per the requirement of CCI."	Please specify how many MIS reports are expected initially and whether ad-hoc/custom reporting features are required.	Will be provided at the time of onbaording
43			Page 12 – Project Schedule	"The total project schedule shall be 90 days from the date of Work Order."	Please confirm whether this timeline includes security audit, hosting, and training, or if those activities can extend beyond the 90 days.	Entire project should be completed within timelines

44			Page 13 – Uptime Clause	"The tenderer should be able to maintain the required uptime of 99.8% during support…"	Please define the uptime measurement parameters (application layer, infrastructure layer, or end-to-end) and reporting mechanism expected by CCI.	Will be provided at the time of onbaording
45			Page 13 – Resolution of Reported Problems	"For critical problems, the vendor would endeavor to make the basic system operational within six hours…"	Please confirm whether remote resolution is acceptable or on-site presence is mandatory for incident handling.	Remote access can be provided.
46			Page 12 – Training Requirement	"The vendor should conduct online training to CCI officials without any cost as and when required."	Please specify number of training sessions, user groups, and expected duration of each session for proper planning.	Required Training is to be provided
47			Page 10 – Financial Bid Table	"One Time Cost of SMS Gateway with 1 Lac SMS with four years validity (Part A & B)"	Please confirm whether the four-year validity refers to the warranty + AMC period, and if any additional recharge during AMC will be reimbursed by CCI.	No reimbursement will be provided by CCI except financial bid price.
48			Page 7 – Source Code	"The vendor is required to hand over Source code alongwith all documentation to the corporation."	Please clarify whether CCI expects source code escrow or simple handover upon completion.	With complete source code
49			Page 12 – Implementation & Support	"The Vendor has to deploy its team to onsite location (HO, Navi Mumbai)..."	Please confirm if development and testing can be partially off-site or should it be completely dedicated and onsite. Also clarify the same for the support staff.	Development should be done onpremise, support can be provided offline or as per need

50			General	General	Development timeline for the project is 90 days. Given the scope of the project incase there is need of extension, will the department be willing to extend the project completion timeline?	No extension will be provided