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No. GOS/PDD/SI-WBP/72/IMIS/2026/88

Date: 16th April 2026

Clarifications to queries/suggestions received for Direct RFP – Hiring of IT Service Provider for setting up the Integrated Management Information System (IMIS) under ‘Sikkim: Integrated Service Provision and Innovation for Reviving Economies (INSPIRES) Program’ (RFP Ref no. IN-PMU-260323-QCBS-LS-RFP-IMIS-ITS)

S. No.	Query / Suggestions from the Prospective Consultants	Clause Reference of RFP	Page Number	Content of Para / Clause under Reference as per RFP	Response/Clarifications
1.	It is requested to kindly review and consider relaxing the Nepali language requirement , as the project execution can be effectively carried out with English proficiency. This will help in ensuring wider participation and availability of qualified experts.	Section No. 5 A. Composition and Qualification Requirements for the Key Experts Point No. 2 (Functional Experts)	Page No. 85	Qualifications & Experience: - Bachelor's degree; minimum 3 years in software training, helpdesk support, or capacity building for IT systems; fluency in English and Nepali	Proficiency in Nepali language would be advantageous but not mandatory
2.	The RFP mentions that 60% of the proposed staff should be on the bidder's payroll at the time of deployment. Kindly clarify whether this requirement applies specifically to the Key Experts only or to the total project team (including non-key experts and support staff).	Section 8, Terms of Reference - Team Composition, Milestones, Output/Deliverables, Timelines, Payment Terms and Reporting Requirements	84	It is to be noted that the firm must demonstrate that 60% of the proposed staff are on their payroll at the time of the deployment.	The requirement applied to Key Experts.

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3.	The RFP mentions that replacement of key experts will not be allowed. We would like to clarify whether replacement of key experts is permitted before contract signing or during the mobilization phase, with equivalent or higher qualified personnel, subject to client approval.	Section 8, Terms of Reference - Team Composition, Milestones, Output/Deliverables, Timelines, Payment Terms and Reporting Requirements	84	It is to be noted that the client will strictly monitor the firm's deployment of staff, and the replacement of key team members will not be allowed under any circumstances. However, with proper justification, the firm may request the client and the World Bank in writing to replace key personnel with an alternative whose credentials are either at par or more than the existing team member. It is to be further noted that the client is under no obligation to allow for the replacement of the proposed team member.	The existing provisions in the RFP remain unchanged
4.	For the Software Developer role and for Functional experts role, Nepali language requirement is mentioned in the context of multilingual UI and deployment support. Kindly clarify whether Nepali language proficiency is a mandatory eligibility requirement for the developers and the experts or a desirable/preferred qualification.	Section 8, Terms of Reference - Team Composition, Milestones, Output/Deliverables, Timelines, Payment Terms and Reporting Requirements	85,86	Bachelor's degree; minimum 3 years in software training, helpdesk support, or capacity building for IT systems; fluency in English and Nepali; Bachelor's degree in computer science or IT; minimum 5 years of experience in full-stack development (React, Angular, Java, Python, PostgreSQL, NoSQL, Git-based DevOps), Nepali requirement for multi lingual web/ mobile UI	Refer to response laid out in point number 1 above
5.	Does the department have any preference or mandate regarding the specific technology stack (Java/.NET/Python), database (Oracle/PostgreSQL/MySQL), or application server? Is there existing IT infrastructure the solution must align with?	Section 8, Clause 4.2 – System Architecture and Technical Design	80	"Incorporate core elements such as cloud-based deployment, role-based access control (RBAC), two-factor authentication (2FA), audit trails, RESTful APIs, and AES-256 encryption standards."	The existing provisions in the RFP remain unchanged There is no specific technology stack or data base that has been mentioned.

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6.	Will the IMIS be hosted on the State Data Centre (SDC), NIC Cloud (MeghRaj), or commercial cloud (AWS/Azure)? Is the bidder responsible for procuring hosting, or will the department provide it? Please clarify infra cost ownership.	Section 8, Clause 4.8 – Hosting, Maintenance, and Security	83	"Host the system on a secure, government-approved cloud environment like NIC or the Sikkim State Data Centre."	The IMIS shall be hosted in the State Data Center on a co-location basis. The Bidder is expected to consider the same while submitting the proposal. All other provisions in the RFP remain unchanged
7.	Is there any existing system / legacy data (MIS, databases, spreadsheets) to be migrated? If yes, please share volume, format, and quality details. Who is responsible for data cleansing – department or bidder?	Section 8, Clause 4.3 – IMIS Development and Customization	80-81	"IMIS must be integrated with the procurement management ecosystem, providing real-time access to key procurement data including items, tender and contract details, stage-wise process updates, delivery milestones, payments, and associated documentation."	Currently the data are in the form of physical records or spreadsheets. The ITS would be responsible for data cleansing in coordination with respective departments. All other provisions in the RFP remain unchanged
8.	Please provide a detailed list of third-party systems and government portals (Aadhaar/UIDAI, PFMS, DBT, State Treasury/IFMS, DigiLocker, eSign) that IMIS must integrate with. Are there specific integration standards or middleware platforms to follow?	Section 8, Clause 4.3 – IMIS Development and Customization	80-81	"Build and deploy IMIS modules for key functional areas, including Program Planning, Financial Monitoring, Procurement Status Tracking, Human Resource Database, Indicator Monitoring (DLIs, IRIs, PDOs), Grievance Redressal Mechanism, and Geo-tagged Field Monitoring."	The existing provisions in the RFP remain unchanged
9.	What is the expected number of concurrent and total registered users? Are there specific performance benchmarks (page load <3s, transaction throughput, uptime SLA 99.5%/99.9%)?	Section 8, Clause 4.10 – Capacity Building and Training Services	83	"Establish a ticket-based helpdesk system with defined service-level agreements (SLAs) for resolving technical issues."	The existing provisions in the RFP remain unchanged

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10.	As per the RFP, it is mentioned that citizens will be able to tag feedback to procurement items and stages. We would like to confirm whether a separate Citizen Portal/Public Dashboard is in scope under this project. If yes, we request the department to clarify the detailed scope of citizen services such as viewing project/procurement information, submitting feedback, lodging grievances, geo-tagged complaint submission, and tracking complaint status. We also request clarification on whether citizens will require login-based access or only public access with feedback/grievance submission forms.	4.3 IMIS Development and Customization	81	IMIS must be integrated with the procurement management ecosystem, providing real-time access to key procurement data including items, tender and contract details, stage-wise process updates, delivery milestones, payments, and associated documentation. This integration should allow citizens to tag feedback to specific procurement items or stages, while enabling administrators to track, analyze, and act upon feedback in a timely, data-driven manner, thereby strengthening accountability and improving service delivery.	A separate citizen portal is not in the scope of the project. However citizens should be able to view project information and be able to submit feedback/suggestions/grievances and track the status of grievance. All other existing provisions in the RFP remain unchanged
11.	Kindly clarify the language requirements for the IMIS portal and mobile application.	4.3 IMIS Development and Customization	81	Develop multilingual, responsive web and mobile user interfaces (UIs) that are accessible and user-friendly for users at various skill levels.	English and Nepali are the languages preferred. All other existing provisions in the RFP remain unchanged

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12.	Kindly provide details of the existing database systems, if any, including the database technology stack, version, approximate size of the existing data.	4.4 Data Management and Integration	82	Integrate Extract, Transform, and Load (ETL) pipelines to pull data from existing departmental systems wherever possible.	Please refer page no. 80 of the RFP.
13.	We understand that hosting and infrastructure, including firewall and antivirus, will be provided by the Department, and the bidder will deploy and maintain the application on the provided infrastructure. Kindly confirm.	4.8 Hosting, Maintenance, and Security	82	Host the system on a secure, government-approved cloud environment like NIC or the Sikkim State Data Centre.	Please refer to SI no. 6 above
14.	Kindly clarify whether security audits (post Go Live) are required to be conducted through CERT-In empanelled auditors only, or whether the bidder's internal security team can conduct the audit and submit the report.	4.8 Hosting, Maintenance, and Security	83	Conduct quarterly security audits, performance testing, and disaster recovery drills.	The existing provisions in the RFP remain unchanged
15.	Kindly clarify whether additional non-key experts/support staff (if required and approved by the Department) will be paid separately over and above the contract value. Also, if additional resources are requested by the Department beyond the proposed team, we understand that such resources will be billed separately and will not be part of the lump sum financial bid. Kindly confirm.	A. Composition and Qualification Requirements for the Key Experts	87	The agency may add other project support persons (non-key), as required based on their assessment of the project scope. During implementation, the client may request additional human resources, which the firm can deploy with prior approval from the client. The firm can deploy with prior approval from the client on biodata and work assignments	Non key resources are part of the proposal. The existing provisions in the RFP remain unchanged
16.	The RFP mentions that the selected agency shall study the existing business workflows and examine the possibility of integrating with existing state-level systems. In this regard, kindly clarify whether any existing application/portal related to MIS, Monitoring & Evaluation, Procurement, HR, or other relevant	4. Scope of Services, Tasks (Components), and Expected Deliverables	80	Component 1: Study of existing business workflows and processes to understand the monitoring requirements and criteria.	Please refer page no. 80 of the RFP.

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	<p>systems is currently operational.</p> <p>If yes, we request the department to please share details of the existing applications, including their technology stack, database, hosting environment, APIs availability, and the scope of integration/data migration expected with the proposed IMIS</p>				
17.	<p>Introduce a mobilisation advance of 20% of the contract value, payable against a bank guarantee of equivalent value within 30 days of contract signing. The advance should be adjusted from the first deliverable payment. This is consistent with standard World Bank lump-sum contract practice.</p>	TOR, Section VII; Payment Schedule	(Page 95)	<p>The first payment (10% of contract value) is linked to the Inception Report, approved at T+1 month. There is no provision for a mobilisation advance. Pre-mobilisation costs — team travel to Sikkim, office set-up, stakeholder mapping — are typically incurred before the first deliverable is accepted.</p>	<p>The existing provisions in the RFP remain unchanged</p>
18.	<p>As per the RFP, it is understood that the detailed functional requirements, workflows, module finalization, and study of existing systems are to be carried out by the selected bidder during the requirement analysis and SRS preparation phase. Since the detailed functional scope is not fully defined in the RFP at this stage, it is difficult for bidders to estimate the project effort and cost purely on a functional scope basis.</p> <p>Therefore, we understand that this assignment is largely resource and effort-based, where the selected bidder is required to deploy the specified key experts to conduct requirement analysis, prepare the SRS, finalize the system design, and subsequently undertake development, implementation, and support based on the approved SRS.</p>			<p>General Query</p>	<p>Yes. The existing provisions in the RFP remain unchanged</p>

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	Kindly confirm whether our understanding is correct and whether the scope of work and effort will be governed primarily by the approved SRS and the person-month deployment of key experts as specified in the RFP.				
19.	<p>We observe that 50 marks have been allocated for the evaluation of Key Experts' CVs, which appears relatively high in comparison to other components under the technical evaluation criteria.</p> <p>We kindly request the Department to consider rebalancing the evaluation criteria by reducing the weightage assigned to Key Experts' CV evaluation and redistributing a portion of the marks to more objective parameters such as firm turnover, similar project experience, relevant organizational certifications (e.g., CMMI Level), and overall organizational capability.</p> <p>This would help ensure a more balanced, objective, and organization-capability-based evaluation framework.</p>	Part B: Evaluation Criteria:	40	(iii) Key Experts' qualifications and competence for the Assignment:	The existing provisions in the RFP remain unchanged
20.	<p>For healthy and wider competition please modify the clause as per below:</p> <p>Minimum 2 years of experience in Designing, developing and operationalizing the implementation of a Monitoring and Evaluation Platform.</p>	Part A: Mandatory Criteria:	38	Minimum 2 years of experience in Designing, developing and operationalizing the implementation of a Monitoring and Evaluation Platform and an Integrated Management Information System (IMIS) for monitoring and reporting on the Program Results Framework.	The existing provisions in the RFP remain unchanged
21.	For healthy and wider competition please modify the clause as per below:	Part B: Evaluation Criteria:	40	b) Minimum 2 years of experience in Designing, developing and operationalizing	The existing provisions in the RFP remain unchanged

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	Minimum 2 years of experience in Designing, developing and operationalizing the implementation of a Monitoring and Evaluation Platform. [5 – 2.5 marks for each project]			the implementation of a Monitoring and Evaluation Platform and an Integrated Management Information System (IMIS) for monitoring and reporting on the Program Results Framework. [5 – 1 mark for each project]	
22.	Experience in providing IT Services / technical & implementation advisory support in IT related Services - System development experience in related sectors with government / international development agencies as a single entity or as a member of joint venture in last 3 years. [3 – 2 mark for each project]	Part B: Evaluation Criteria: Clause a	Page No. 39	Experience in providing IT Services / technical & implementation advisory support in IT related Services - System development experience in related sectors with government / international development agencies as a single entity or as a member of joint venture in last 3 years. [5 – 1 mark for each project]	The existing provisions in the RFP remain unchanged
23.	Minimum 2 years of experience in Designing, developing and operationalizing the implementation of a Monitoring and Evaluation Platform and an Integrated Management Information System (IMIS) for monitoring and reporting on the Program Results Framework. [2 – 2 mark for each project]	Part B: Evaluation Criteria: Clause b	Page No. 39	Minimum 2 years of experience in Designing, developing and operationalizing the implementation of a Monitoring and Evaluation Platform and an Integrated Management Information System (IMIS) for monitoring and reporting on the Program Results Framework. [5 – 1 mark for each project]	The existing provisions in the RFP remain unchanged
24.	We would like to request clarification on whether an ongoing project will be acceptable, or if only completed ones are eligible	Clarification on project Experience for mandatory and evaluation criteria			Only completed projects would be considered. All other existing provisions in the RFP remain unchanged
25.	Request you to please accept Softcopy of the Proposal and make physical submission optional.	S. No 10	Pg. No. 2	Time and date for submitting physical copy of technical proposals	Proposals should be submitted on the eProcurement portal. 3 sets of hard copies are to be submitted after bid opening.

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					All other existing provisions in the RFP remain unchanged
26.	We request your consideration in revising the clause for Non-Key Experts to ensure that the required experience is relevant to the field for which the expert is being proposed "The qualification criteria for non-key experts would be a bachelor's degree in the relevant field and at least 4 years of experience in the same field.	Section 5 : Team Composition, Milestones, Output/Deliverables, Timelines, Payment Terms and Reporting Requirements	Page No. 87	The qualification criteria for non-key experts would be a bachelor's degree in the relevant field and at least 7 years of experience in the same field.	The existing provisions in the RFP remain unchanged
27.	Please indicate the expected total number of users and the anticipated number of concurrent users who will use this application.	Section 8:	88	Training and capacity building report	Not available currently. The existing provisions in the RFP remain unchanged
28.	Kindly clarify the expected number of users to be trained across departments, categories (administrators, field users, data entry operators), and locations.	Clause 4.10:	83	Conduct a detailed Training Needs Assessment (TNA) among the department officials to identify technical and functional understanding gaps.	Not available currently. The existing provisions in the RFP remain unchanged
29.	Please specify whether the training is to be conducted in physical mode, virtual mode, or a hybrid approach. Will the client provide training infrastructure (venues, hardware, internet), or should the Supplier include these costs in the financial proposal?	Clause 4.10:	83	Conduct a detailed Training Needs Assessment (TNA) among the department officials to technical and functional understanding gaps.	Training needs to be provided in all modes. Training infrastructure would be provided to the extent available depending on the training design. The existing provisions in the RFP remain unchanged
30.	Are the Key experts supposed to be deployed onsite during the contract period?	Section 8:	83	The firm is encouraged to propose a staffing and mobilization plan that best suits the project's needs. The proposed staffing will comprise key experts who will be placed	The existing provisions in the RFP remain unchanged

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				based on the deployment provided herein at the HO.	
31.	Please advise on the total project value or budget allocated for this project.	Clause 14.1.4:	18	Total available budget, with an indication on whether it is inclusive or exclusive of taxes, is given in the Data Sheet, and the Financial Proposal shall not exceed this budget.	The existing provisions in the RFP remain unchanged
32.	Are there any existing digital platform which is used by the stakeholders of the Sikkim INSPIRES Program?	Section 8:	80	To conceptualize and implement a cloud hosted, modular, and secure IMIS platform aligned with the Sikkim INSPIRES Results Framework.	Refer to response to SI No 16 above.
33.	Which is the procurement management ecosystem currently in place?	Clause 4.4:	81	IMIS must be integrated with the procurement management ecosystem.	Refer to response to SI No 16 above.
34.	Please share more information or details pertaining to the existing departmental systems.	Clause 4.4:	82	Design a central data repository to consolidate inputs from multiple departments and program components.	Refer to response to SI No 16 above.
35.	Are the quarterly audit conducted by the external agencies?	Clause 4.8:	83	Conduct quarterly security audits, performance testing, and disaster recovery drills.	The existing provisions in the RFP remain unchanged
36.	Can we implement open-source helpdesk ticketing system?	Clause 4.10:	83	Establish a ticket-based helpdesk system with defined service-level agreements (SLAs) for resolving technical issues.	The existing provisions in the RFP remain unchanged
37.	Timeline for requirement gathering is very limited. Request to allocate at least 45 working days for requirement gathering.	Clause 4.11:	87	Requirement Gathering	The existing provisions in the RFP remain unchanged
38.	We kindly request exemption from submission of Earnest Money Deposit (EMD) amount as we are registered as a Micro and Small Enterprise (MSE).	Section 2:	7	Earnest Money Deposit (EMD) of Rs. 7,50,000/- (Rs Seven Lakh Fifty Thousand Only) (Refundable) must be in the form of a Demand Draft / Pay Order / Account Payee Banker's Cheque drawn on any Nationalized/Scheduled bank in favour of	The existing provisions in the RFP remain unchanged

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				“Program Director, Sikkim INSPIRES”, Planning & Development Department, Government of Sikkim payable at Gangtok.	
39.	Kindly give exemption for EMD (Based on registered and MSME sellers across India) or allow the submission of EMD in the form of Bank Guarantee.	Part A: Mandatory Criteria: 6.Earnest Money Deposit (EMD)	39	The original EMD (Rs 7,50,000/- (Rs Seven Lakh Fifty Thousand Only) should be handed over in the form of a Demand Draft/Pay Order/ Account Payee Banker’s Cheque drawn on any Nationalized/Scheduled bank in favor of “Program Director, Sikkim INSPIRES”, payable at Gangtok in person to the Tender Issuing Authority, within the bid submission due date & time for the tender. Scanned copy of the instrument should be uploaded in https://sikkimtender.gov.in/ as part of the offer	The existing provisions in the RFP remain unchanged
40.	Request you to kindly allow ongoing projects as well to fulfil these mandatory criteria	Part A Mandatory criteria:	38	Experience in providing IT Services / technical & implementation advisory support in IT related Services - System development experience in related sectors with government / international development agencies as a single entity or as a member of joint venture in last 3 years.	Refer to response to SI No 24 above
41.	We fully understand that the purpose of EMD is to ensure the seriousness of bidders and to safeguard the interests of the procuring authority against withdrawal or non-compliance. However, we would like to submit that in the present case, the requirement of EMD may kindly be reviewed in light of the following considerations:	Part A Mandatory criteria:	39	Earnest Money Deposit (EMD)	The existing provisions in the RFP remain unchanged

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	<p>1. The present tender pertains to [consulting / technical / advisory / IT] services, which are largely knowledge-driven and do not involve significant material or execution risk.</p> <p>2. The tender document provides for stringent eligibility, technical evaluation, and contractual provisions.</p> <p>3. Multilateral agencies such as the World Bank have also adopted the use of alternatives such as Bid Securing Declarations in place of EMD, particularly for services-based procurements to promote wider participation and reduce entry barriers.</p> <p>4. Waiver of EMD would facilitate participation from a broader pool of qualified firms, including emerging and specialized ones, thereby enhancing competition and enabling the Department to obtain the best technical and financial outcomes.</p> <p>In view of the above, we humbly request the Department to consider: • Waiving the requirement of EMD for this tender; or • Allowing submission of a Bid Securing Declaration in lieu of EMD, with appropriate provisions for debarment or penalty in case of withdrawal or noncompliance. • Considering submission of a professional liability insurance as a condition for the award of the bid from the winning firm.</p>				
42.	Kindly clarify whether enterprise tools such as database, MDM, analytics/BI, AI/ML tools, etc., if required during the project or need identified during requirement gathering phase, will be provided by the Department. Also, please confirm whether bidders are			General Query	Bidders are allowed to propose appropriate solutions in their proposals including provisions of

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	allowed to propose open-source solutions for these components				all requirements for implementation of the proposals.
43.	We understand that procurement of SSL certificates, SMS/Email gateway services, and developer accounts for Android Play Store and Apple App Store will be provided by the Department. Kindly confirm			General Query	No The existing provisions in the RFP remain unchanged
44.	The RFP mentions that the IMIS platform will include mobile application functionality; however, the target mobile platform is not clearly specified. Kindly clarify whether the mobile application is required for Android, iOS, or both platforms. Additionally, please confirm whether the mobile application is required for field users only or who else will use the mobile application.				The application should be responsive and mobile user interfaces should be developed.
45.	We respectfully request the Authority to kindly consider broadening the eligibility criteria to include experience in the design, development, implementation, and maintenance of e-Governance software projects for Central Government, State Government Departments, and Public Sector Undertakings (PSUs) in India. Broadening the criteria in this manner will enhance competition, attract technically competent bidders with proven capabilities, and ensure the selection of a partner with relevant expertise in executing complex e-Governance and IT projects.				The existing provisions in the RFP remain unchanged
46.	Will MSME exemptions apply to the financial strength requirements of the company as specified under the technical criteria?				The existing provisions in the RFP remain unchanged
47.	Is consortium bidding permitted?				Yes

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48.	"Regarding the requirement for Nepali language fluency for certain roles, could the Authority please confirm if it is permissible to propose an Independent External Consultant (not currently a permanent employee of the firm) to fulfill the role of a Functional Language Expert?" If allowed, will a signed Statement of Availability/Commitment from the expert suffice for the technical evaluation?"				Refer to the response to point No 1 above.
49.	Is there any existing system/MIS currently in use that needs to be integrated or replaced?				Refer to response to SI No 24 above
50.	What are the key user departments and user roles envisaged?				The existing provisions in the RFP remain unchanged
51.	Are there any predefined workflows, approval hierarchies, or reporting formats?				No. The existing provisions in the RFP remain unchanged
52.	Is mobile application development part of scope or only web-based system?				The IMIS application is a web based responsive system.
53.	What external systems need integration (e.g., GIS, finance systems, DBT, Aadhaar, etc.)?				The existing provisions in the RFP remain unchanged
54.	Will APIs be provided by the department for integration?				Yes (wherever necessary)
55.	Can you give specifications of Hosting infrastructure? Will the department provide hosting infrastructure in the pre-production environment too?				Clarification provided under point no. 6 above. Pre-production, development environment are the responsibility of the selected bidder.

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56.	What are the acceptance criteria for each milestone?				The existing provisions in the RFP remain unchanged
57.	What is the process for handling change requests (CRs) during project execution?				The existing provisions in the RFP remain unchanged
58.	Please provide detailed functional requirement document (FRD) or module list				The existing provisions in the RFP remain unchanged
59.	Is data migration in scope? If yes, provide volume, format, and quality details.				Yes. Refer to response to SI No 7 above All other existing provisions in the RFP remain unchanged
60.	We request you to define acceptance criteria and UAT sign-off process.				The existing provisions in the RFP remain unchanged
61.	It is requested to kindly review and consider relaxing the Nepali language requirement, as the project execution can be effectively carried out with English proficiency. This will help in ensuring wider participation and availability of qualified experts.				Refer to response to point No 1 above.
62.	We kindly request the department to consider relaxation/exemption of the Earnest Money Deposit (EMD) requirement for this tender.				The existing provisions in the RFP remain unchanged