

Request for Proposal

For

**A Comprehensive Smart Solution for Mine Digitalization and real -time Monitoring of
vehicles for GMDC's Umarsar Mine.**

RFP No. GMDC/CO/IT/WB/04/2025-26

Answer to Pre- Bid Queries

Gujarat Mineral Development Corporation

25th August 2025

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
1	Section 5.1, PQ criteria, page 82, Point No 2	<p>The bidder should have experience in implementation and maintenance of Automation/Digitalization of logistic management system for any state or central government department, state PSU or private sector in the last seven years in mining/ metal/ logistics /industries projects. Logistic management System: System should have following features.</p> <p>1. Digitalization of processes with RFID technology implementation in freight carrying vehicles OR Tracking of trucks with RFID technology implementation in freight carrying vehicles.</p> <p>AND</p> <p>2. Any 3 features from: Projects involving integration with 3rd party systems like Saarthi, Parivahan Sewa, Fastag, Mining system/ State level regulatory system for mining, Payment Gateway, Smart Weighbridge/ boom barrier, or ERP (SAP or any ERP) systems.</p>	<p>The bidder should have experience in implementation and maintenance of Automation/Digitalization of logistic management system for any state or central government department, state PSU or private sector in the last seven years in mining/ metal/ logistics /industries projects. Logistic management System: System should have following features.</p> <p>1. Digitalization of processes with RFID / GPS technology implementation in freight carrying vehicles OR Tracking of trucks with RFID/GPS technology implementation in freight carrying vehicles AND</p> <p>2. Any 3 features from: - Projects involving integration with 3rd party systems like Saarthi, Parivahan Sewa, Fastag, Mining system/ State level regulatory system for mining, Payment Gateway, Smart Weighbridge boom barrier, RFID tag-based truck identification - ERP (SAP or any ERP) systems</p>	RFP Conditions remain unchanged.
2	Section 5.2, Tech score criteria, page 83 & 84, Point No A3	<p>The bidder should have experience in implementation of logistic management system in the last seven years in mining /Metal/ Industrial sector within India. Logistic management System is defined as - Tracking of vehicles through RFID technology implemented in freight</p>	<p>The bidder should have experience in implementation of logistic management system in the last seven years in mining /Metal/ Industrial sector within India. Logistic management System is defined as - Tracking of vehicles through RFID/GPS technology implemented in freight carrying</p>	RFP Conditions remain unchanged

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		carrying vehicles. Client: Private Sector/ Government /PSUs.	vehicles. Client: Private Sector/ Government /PSUs.	
3	Section 5.2, Tech score criteria, page 83 & 84, Point No A4	Experience in Development of IT solution or application implementation in APEX platform for any state or central government department, state PSU or private sector in the last seven years in India.	Experience in Development of IT solution or application implementation in APEX/ MS SQL platform for any state or central government department, state PSU or private sector in the last seven years in India.	RFP conditions remain unchanged
4	Section 5.2, Tech score criteria, page 84 & 85, Point No A5	Experience in execution/implementation of large-scale turnkey IT projects with hardware and software scope of work covering tracking of freight Carrying vehicles within closed premises through RFID technology implementation with the following components for a minimum value of 5 Crores per project in the last seven years for central/state government departments/ PSU/private sector in Mining/ Metal/ Industrial sector within India. This project should also be comprising of; * Software development with modules including Weighbridge automation solution /transporter module/ process digitization. • Hardware infrastructure deployment • Comprehensive maintenance support service for at least 1 year should have been provided OR the Go Live/ Commissioning certificate should have been issued, and Project should be either in Maintenance support phase / Warranty phase.	Experience in execution/implementation of large-scale turnkey IT projects with hardware and software scope of work covering tracking of freight Carrying vehicles within closed/ large geographic premises through RFID/GPS technology implementation with the following components for a minimum value of 5 Crores per project in the last seven years for central/state government departments/ PSU/private sector in Mining/ Metal/ Industrial sector within India. This project should also be comprising of; Software development with modules including Weighbridge automation solution /transporter module/ process digitization. Hardware infrastructure deployment. Comprehensive maintenance support service for at least 1 year should have been provided OR the Go Live/ Commissioning certificate should have been issued, and Project should be either in Maintenance support phase / Warranty phase.	RFP conditions remain unchanged

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
5	Section 5.2		Given the diverse scope and technical complexity of the project, we believe that forming a consortium would allow bidders to bring together specialized expertise from different domains, ensuring the highest standards of delivery and innovation. We kindly request you to allow consortium participation in this tender, which would enable qualified bidders to collaborate and meet the project requirements more effectively.	RFP conditions remain unchanged
6	5.2. Technical Score Criteria Page 84 of 167 Clause A4	Experience in Development of IT solution or application implementation in APEX platform for any state or central government department, state PSU or private sector in the last seven years in India.	Experience in Development of IT solution or application implementation in using APEX / Appsmith/ Pulumi / Terraform platform for any state or central government department, state PSU or private sector in the last seven years in India.	RFP conditions remain unchanged
7	SECTION IV: SCOPE OF WORK 2. Regarding Dispatch System Page 46 of 167	The application should be capable for showing the position of the vehicle on software using map and track on real-time basis within the Mine premise.	We understand that authority will provide required map & required map services to achieve this functionality. Kindly confirm.	General Mine Map shall be provided by GMDC for the Service provider's understanding. The Map for the mapping of Truck circuit (GIS Map and Google Earth map) for tracking purposes along with the tracking functionalities shall be provided by the service provider as part of the solution to GMDC.
8	SECTION IV: SCOPE OF WORK 1.1. Solution Summary Page 24 of 167	The Service provider shall design and develop the new dispatch module as web-based application and shall be developed on Oracle Apex platform for Umarsar mines operations.	Requiring the development of modules exclusively on the Oracle Apex platform may limit the flexibility, innovation, and cost effectiveness of the solution. We request the authority to allow bidder to consider the .Net, Java, Python and open-source framework.	RFP conditions remain unchanged.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
9	SECTION IV: SCOPE OF WORK 1.1. Solution Summary Page 37 of 167	o Service Provider shall maintain the minimum 10% of Hardware inventory during the Warranty Period • Sufficient spares & accessories (i.e. minimum 10% of the ordered quantity of the installed hardware) should be maintained at mine site for smooth operation and maintenance of system for immediate replacement during warranty and CAMC period.	We request the authority to amend this clause as follows, mandating a minimum of 10% spares for critical components only. "o Service Provider shall maintain the minimum 10% of Critical Hardware inventory during the Warranty Period • Sufficient spares & accessories (i.e. minimum 10% of the ordered quantity of the installed Critical hardware) should be maintained at mine site for smooth operation and maintenance of system for immediate replacement during warranty and CAMC period."	RFP Conditions remain unchanged
10	SECTION IV: SCOPE OF WORK 1.1. Solution Summary Page 37 of 167	The repairs/replacement of the damages of the hardware related incidents due to lightning shall be in the scope of service provider. The cost pertaining to the same shall be in the service provider's scope.	We request the authority to classify lightning as an Act of God and a Force Majeure condition, with the associated costs for repairs/ replacement excluded from the scope of the selected bidder.	Agreed
11	SECTION IV: SCOPE OF WORK 1.1. Solution Summary Page 38 of 167	The service provider shall undertake corrective and preventive measures for visual appearance of the installed pole at each checkpoint. The service provider shall paint the pole on yearly basis in the mines.	Considering the harsh and dusty conditions of the mining environment, the beautification work of painting each pole on a yearly basis serves no functional purpose and leads to unnecessary expenditure. The operational focus in such environments should prioritize durability and maintenance rather than aesthetics. Therefore, we request the authority to delete this clause to avoid incurring needless costs	Annual painting is required for equipment such as pole, boom barrier, any other equipment as may be required including replacing the reflective strips is under the scope of Service Provider. These actions shall help in preventing the corrosion.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
12	SECTION IV: SCOPE OF WORK 1.1. Solution Summary Page 38 of 167	<ul style="list-style-type: none"> Internal wireless link from central location to respective checkpoints shall be provided by the Service provider with adequate speed. GMDC will provide redundant 5 MBPS MPLS at Mine location. Only text data is transferred to the digitalization software and image data will be stored locally NAS (network attached storage). The service provider shall undertake the entire management of the wireless intranet within the mine area. 	As the redundant MPLS link is already provided by GMDC, we request the authority keep internal wireless link from central location to respective checkpoints under GMDC scope only.	RFP conditions remain unchanged
13	SECTION IV: SCOPE OF WORK 2. Functional Specifications of the new Digitalized System Page 47 of 167	C. General Functionalities of the Mine Digitalization Solution: a. The service provider shall ensure that the software and devices are configurable with Apple and Windows make desktops at all the checkpoints.	The RFID based Entry-Exit gate and Weighbridge automation requires edge level transaction processing and controlling of hardware. To cater this requirement, typically RFID middleware application used for windows-based desktop PC. We request the authority please confirm whether the Apple desktops at all the checkpoints are already implemented or really envisaged. If it is not envisaged under the current contract duration, we request the authority to please amend the said clause.	As of now, Windows based desktops are installed at Tare and Gross weighbridges. GMDC shall proceed with installation of Apple or Windows based Desktop. Therefore, the bidder shall develop applications which can be compatible with Windows and Apple desktops. RFP conditions remain unchanged.
14	3. Technical Specifications of the new digitalized system Page no: 49 of 167	3. Technical Specifications of the new digitalized system	We request the authority to please provide Technical Specifications of below mentioned component which are missing from the current RFP section: 1) Firewall	The requirement of Firewall stands removed. If required, then it shall be provided by GMDC.
15	3. Technical Specifications of the new	13) L2 Network Switch	We request the authority to please provide clarity regarding nos. of ports to be considered for L2 Network Switch	24 ports

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
	digitalized system Page 57 of 167			
16	3. Technical Specifications of the new digitalized system Page 58 of 167	14) 6KVA Online UPS	We request the authority to please provide clarity regarding Minimum Battery Backup hours to be considered for 6KVA online UPS.	Please refer Annexure -9 (Sr no 13) of the RFP. It is 2 hours battery backup.
17	Section VIII, Clause 14, Page 133 of 167	14 INTELLECTUAL PROPERTY RIGHTS	Request to allow the bidder to retain ownership of underlying IP/codebase/tools developed independently, with GMDC getting perpetual license	The software may be developed or customized if the successful bidder possesses a product. <ul style="list-style-type: none"> • In case the software has been developed by the successful bidder, GMDC shall have exclusive ownership of the source code and business data. • If the successful bidder already possesses a Commercial Off-The-Shelf (COTS) product, they may utilize this product as a foundation to further develop and customize a solution tailored to the specific needs of the department. The bidder must provide the source code for the customized solution developed for the department and business data, ensuring transparency and enabling future maintenance and potential customization by the department or other vendors. The license for the COTS product used as the base will be perpetual, granting the department indefinite rights to use the COTS product without the need for ongoing payments or renewals.
18	Section VIII, Clause 17 Page 135 of 167	Post Termination Support	Please specify the duration of post-termination support obligation and the commercial terms, if any	Post termination support is limited up to new Vendor is appointed and it starts operations. However, the post-Termination support shall be limited to a maximum of one year.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
19	Section VIII, Clause 2.7.9 Page 113 of 167	GMDC may terminate the contract in case of prolonged Force Majeure	Request to include mutual rights to terminate and provision for pro-rata payment for work done till date	In case of Termination due to prolong force Majeure, the Payment shall be made for equipment supplied and services provided.
20	Section VIII, Clause 12.3, Page 131	Encashment and appropriation of Performance Security by GMDC	Request to include a prior written notice period (e.g., 15 days) before encashment	Agreed. An opportunity for remedy shall be provided
21	Section IV.3 – Technical Specifications of Hardware Page 56 of 167	Ultrasonic Sensor specifications require 5V Input Voltage, 20mA current draw (max), and 5V Digital Output	Kindly confirm if bidder can achieve input voltage & current through SMPS/voltage regulator.	Agreed.
22	Section IV.3 – Technical Specifications of Hardware 4) ANPR bullet Camera Page 52 of 167	Image Sensor 3 MP or above, Progressive scan CMOS or better	Change Request <u>2</u> MP or above, Progressive scan CMOS or better	The clause stands amended as below. "Image Sensor 4 MP or above with minimum 60 FPS, Progressive scan CMOS or better"
23	Section IV.3 – Technical Specifications of Hardware 4) ANPR bullet Camera Page 52 of 167	Protocols: TCP, UDP, HTTP, HTTPS, DHCP, PPPoE, RTP, RTSP, IPv4, Ipv6, DNS, DDNS, NTP, ICMP, ARP, IGMP, SMTP, Bonjour	TCP, UDP, HTTP, HTTPS, DHCP, PPPoE, RTP, RTSP, IPv4, Ipv6, DNS, DDNS, NTP, ICMP, ARP, IGMP, SMTP, FTP, UpnP, SNMP, Bonjour	Protocols stand amended as below: "Protocols: TCP, UDP, HTTP, HTTPS, DHCP, PPPoE, RTP, RTSP, IPv4, Ipv6, DNS, DDNS, NTP, ICMP, ARP, IGMP, SMTP, FTP, UpnP, SNMP"
24	Section- IV: Scope of work 2. functional Specification of new digitized system (A) Page 43 of 167	ANPR cameras shall be installed at strategic positions with maximum viewing angle. Cameras shall take the snapshot of the Vehicle Numbers (front and top view of vehicle) of the mineral carrying Vehicles at the appropriate area at the weighbridge. The front view Imagery shall be used to determine the vehicle number	Request for Clarification: We would like to confirm whether the requirement is for: A single camera to capture both front and top views, or two separate cameras installed at different angles and heights for each view. Rationale:	Two separate cameras shall be required to capture the front view Imagery to determine the vehicle number while the top view will capture Imagery of the mineral storage bed.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		<p>while the top view will capture Imagery of the mineral storage bed.</p>	<p>Capturing both front (low-angle) and top (overhead) views using a single camera is not practically feasible due to the following reasons:</p> <p>Different Camera Angles Required: Front view (ANPR) requires a low-angle placement (around 1.5–2.0 meters) to clearly read number plates. Top view needs an overhead angle (typically 4–6 meters) to monitor the mineral load properly.</p> <p>Mounting Limitations: One camera cannot be positioned to achieve both optimal front and top views without compromising image quality.</p> <p>Performance and Compliance Concerns: Mounting too high may affect number plate recognition accuracy. Mounting too low may not give a clear view of the mineral load. Trying to capture both views from a single point may result in unclear or incomplete images.</p>	
25	<p>Section- IV: Scope of work 2. functional Specification of new digitized system (A) Page 43 of 167</p>	<p>ANPR cameras shall be installed at strategic positions with maximum viewing angle. Cameras shall take the snapshot of the Vehicle Numbers (front and top view of vehicle) of the mineral carrying Vehicles at the appropriate area at the weighbridge. The front view Imagery shall be used to determine the vehicle number while the top view will capture Imagery of the mineral storage bed.</p>	<p>We would like to clarify the scope of the ANPR solution as the tender document mentions the provision of ANPR cameras but does not specify any technical requirements.</p> <p>In this regard, we request confirmation on the following points: Is a server-based ANPR solution acceptable, where number plate recognition is performed centrally rather than within the camera? Is there any requirement for real-time alerts or analytics (such as detection of blacklisted</p>	<p>The Specification of ANPR camera is provided Section- IV: Scope of work (page no 52). Please refer to answer to Pre bid query no 22 for the amended provision of image sensor.</p>

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
			<p>vehicles or rule violations)? If yes, should these be handled at the camera level, server/edge level, or central application? Or Is the expectation limited to capturing and transmitting license plate data (OCR) to the central application, where all processing, analytics, and reporting will take place?</p>	
26	Page 56 of 167	Rating & safety	<p>Request to remove the BIS certification requirement for the following components: 1. Ultrasonic Sensor 2. PA Amplifier 3. Traffic Light https://www.bis.gov.in/product-certification/products-under-compulsory-certification/</p>	RFP Conditions remain unchanged
27	Details of existing dispatch application Page 16	The dispatch system is operated on an Oracle APEX platform. Existing ERP acts as database to the dispatch system.	We assume that ORACLE APEX is directly connected to ERP/EBS database to capture dispatch data. Request to confirm.	ORACLE APEX can be smoothly integrated with Oracle ERP
28	Section IV; clause 1.1; Page 24	The service provider shall ensure compatibility and integration with the existing ERP, Customer Portal systems and Transporter Module.	We assume that any the required APIs to get the data from "ERP, Customer Portal, and Transporter modules" will be provisioned by GMDC. The System Integrator shall utilize only these APIs for integration purposes.	Yes, your understanding is correct.
29	Section IV; clause 1.1; Page 24	Dispatch System at Umarsar Mine. Of above, the computer system shall be provided by GMDC.	Provision of Internet connectivity, electricity, air conditioning, and other non-IT infrastructure such as chairs, tables, and consumables shall be under the scope of GMDC.	GMDC shall provide MPLS internet connectivity at central location. GMDC shall also provide other non-IT infrastructure (i.e. electricity, chairs, tables) except AC which is a separate line item as part of Price Bid format. Please also note that the electricity in the cabin area shall be provided by GMDC but any additional wiring for installation with equipment under the scope of this RFP shall be the responsibility of the Service provider.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
30	Section IV; clause 1.1; Page 25	RFID based Dispatch system Capability to identify real time position of vehicle on map using the RFID technology (point to point basis) for better traffic management within the mine premises. Provision for maintaining the event log sheet vehicle wise. Alert generation in system in case of deviation from truck circuit.	Please clarify that the real time position of vehicle will be limited to the RFID installed points at check gates & WBs. Please clarify that alert generation for deviation from truck circuit will be limited to tracking through RFID check points.	Your understanding is correct. The real time position is limited to RFID installed points only. It does not involve GPS based tracking. The purpose of Tracking is traffic management by removing the hinderance causing traffic congestion at check points. So, the system should have the capability to generate alerts if the Vehicle/truck does not appear in the next checkpoint within the tolerance limit.
31	Section IV; clause 1.1; Page 25	GMDC intends to implement digitized solution in phase wise manner. In a first phase the Open pit QDS system shall be introduced at the Vadh Ghat point. Whereas during the phase 2 the QDS system shall be shifted to Exit Weighbridge. The pictorial representation of both the phases is included below for reference.	<p>1. Please specify whether electrical work at installation points (poles, enclosures, wiring) will be handled by GMDC or needs to be included in the bidder's scope.</p> <p>2. As per the phased implementation approach, the QDS system is to be first installed at the Vadh Ghat point and subsequently shifted to the Exit Weighbridge in Phase 2. Since this transition is dependent on-site readiness and other client-controlled factors, we request a clarification that no penalty shall be levied on the bidder in case of any delay in shifting the QDS system from one location to another, provided the delay is not attributable to the bidder</p>	<p>1) Electric wiring work for components under this RFP at Installation site shall be handled by the Service provider.</p> <p>2) Request for shifting shall be placed as and when site shall become ready and adequate timeline shall be decided mutually for shifting. No penalty shall be applicable if delay is not attributable to the Service provider.</p>

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
32	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -33	B. Integration with other GMDC systems and Hardware 1. Government Regulatory System – Saarthi and Parivahan for verification of the drivers and vehicles respectively. 2. Existing GMDC’s systems – Oracle ERP, dynamic allocation application, customer portal, all 3rd party applications and APIs 3. SMS gateway for sending notifications	<p>1. We assume that provisioning of necessary APIs for integration with Govt. regulatory system and existing GMDC system shall be under the responsibility of GMDC.</p> <p>2. It is requested to provide the complete list of 3rd Party Applications (ORACLE ERP & others) which is required to be integrated with the Mine Digitalization Software. We will only use the APIs for integration purpose. We also assume GMDC will provide system requirement, technical document and API with data structure.</p> <p>3. We also assume that GMDC shall provide necessary SMS gateway and incur the recurring cost for SMS transaction. We will only use SMS gateway provided by GMDC. Kindly confirm.</p>	<p>1. APIs for regulatory systems of Commissioner of Geology and Mining (CGM) - shall be provided by GMDC.</p> <p>Parivahan and Sarthi: GMDC will provide all support related to / documents for communication with the relevant government authorities. However, the service provider / bidder shall bear all the related costs and also undertake coordination with relevant Government departments.</p> <p>2. GMDC shall provide APIs for all third-party applications such as Customer Portal, ERP and Transporter Portal.</p> <p>3. GMDC will provide SMS gateway. Details for the same shall be given to the bidder post award of the contract.</p>
33	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -26	GMDC intends to extend and adapt its existing Transporter Module (developed for Bhavnagar mines) as a Software as a Service (SaaS) solution for Umarsar mines. The existing module will be modified to support multi-location capability, specifically by incorporating Umarsar as a separate operational entity with its own transporter data, configurations, and validations.	<p>1. We assume that the transporter module in Bhavnagar mines will be completed before development of Umarsar mines for smooth transition of the application.</p> <p>2. It is assumed that Any customization required on existing transporter module to adapt the requirement of Umarsar Mines shall be done by the existing vendor (vendor allocated for Bhavnagar Mines).</p> <p>3. Penalty shall not be incurred due to any delay occurred during Integration purpose.</p>	<p>1. Yes, it is expected to be completed before the implementation in Umarsar.</p> <p>2. Yes, Bidder's understanding is correct</p> <p>3. Penalty may become applicable if delay is on account of reasons attributable to the Service provider.</p>
34	SECTION IV: SCOPE OF WORK	Only text data is transferred to the digitalize software hosted on the cloud	We assume that the local NAS storage shall be provisioned by GMDC. Kindly confirm	Yes, your understanding is correct

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
	1.2. Detailed Scope of Work, Page No: -30	and image data will be stored locally NAS (network attached storage).		
35	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -31	The application shall be then managed by the service provider in the Oracle ERP throughout the contract period in consultation with existing OCI and ERP O&M partner.	Managing the existing ERP solution as well as modification required on the ERP side to accommodate the proposed solution shall be under the Responsibility of GMDC. Kindly confirm.	Yes, your understanding is correct
36	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -31	The application shall provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals for both applications. The Single sign on features shall be with GMDC's active directory services.	Kindly provide the configuration of the AD Server for the smooth SSO purpose and is it available in OCI?	It will be provided by GMDC to the selected Bidder.
37	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -34	Demonstration of features and functionalities to be undertaken before the GMDC in staging environment for functionality and integration with all systems.	We assume that the staging environment will be provisioned by GMDC in OCI	Yes, your understanding is correct. However, the Service Provider shall have to assess and convey the requirements of Oracle cloud compute infrastructure and storage requirements as per the scope of the RFP.
38	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -34	The service provider shall undertake the rectification in the application for any issues/ bugs/ and improvements/ Enhancements / up-gradations as suggested by GMDC (if any) during the UAT without any additional cost to GMDC to the complete satisfaction of GMDC before Go-Live.	Enhancement / upgradation / Improvements will only be considered under the Scope which is approved during the SRS phases. Kindly confirm. Except the above all others will be considered as major changes and change request will be applied accordingly.	The Service Provider shall be responsible for undertaking any changes/enhancement in the software with functionality additions/ bug fixing/ error corrections etc. up to the Stabilization period (i.e.: upto 6 months post Go Live). Any enhancement in the software after the stabilization period shall be considered in change request. Please note, GMDC shall make payment for any additional quantities of hardware specified in the RFP required for the additional locations OR shifting of locations in the Truck circuit if need so

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
				arise during the Rate Validity Period at a rate fixed under this RFP. If need for additional quantities arise beyond Rate validity Period, in such case the Rates shall be decided as per the of the Rate Validity Period specified in the answer to Pre Bid query No. 79.
39	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -35	The service provider shall also be responsible for undertaking any changes in applications as suggested by GMDC during the Stabilization Period as per the site scenarios without any additional costs.	Any scope addition/ modification which was not mentioned in the approved SRS shall be considered under change request. Kindly confirm	Please answer to Pre bid query no 38
40	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -37	The digitalized system shall be attended on reporting of any fault within 1 hour of reporting over Telephone/E-mail/Letter/text messages, etc. to the Service Personnel or Checkpoint Operation Personnel (in case of issue at checkpoint Location).	<ol style="list-style-type: none"> 1. We assume that the service personnel or check point operation personnel are to be deployed by GMDC. 2. The Selected SI shall only deploy 3 Technical resources at mines premises for troubleshooting purpose. kindly confirm 	<ol style="list-style-type: none"> 1. Yes, your understanding is correct. 2. Total of 6 Technical resources to be deployed during the CAMC period (Two each in each shift) for troubleshooting purpose.
41	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -40	The Service Provider, at their own cost, can add the number of Service Personnel without any extra cost to GMDC if need so arise.	The addition of new resources to the team will be decided mutually between Selected bidder and GMDC. Post agreement, the selected bidder shall ask for additional payment based on the man month rate discovered during RFP submission	Minimum onsite requirements of 6 personnels are envisaged at this stage during the Maintenance Period. However, the Bidders shall also be required to do due diligence with respect to requirements of more than 6 resources considering the SLA requirements. Basis, these requirements the Bidder may take a call.
42	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -41	The cost of maintenance personnels deployed at mine site shall be included in the CAMC fees as per the financial bid as included in Annexure 9 of this document.	We assume that the technical personnel to be deployed by the bidders are same who will work during maintainace period as maintenance personnel. Kindly confirm.	Yes

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
43	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -41	The Service Provider shall abide by all the rules and regulations of central and state governments and any local authority while executing the work.	Please suggest whether the service provider will abide the rules and regulations of state govt or central government?	The Service Provider shall need to abide by rules of State/ Central government applicable to Mining areas.
44	SECTION VI: SCOPE OF WORK 1.2. Delay in Supply, Installation and Go Live, Page No: -65	Damages equivalent to 0.5% of Value of Contract Price excluding AMC charges (i.e. Value of Supply, installation and Commissioning) per week of delay subject to maximum of 10% of Value of Contract Price excluding CAMC charges. Minimum 3 days will be counted as week for determination of week.	We assume that penalty shall not be imposed to the selected bidder if delay is incurred due to delay in site readiness by GMDC	Yes, your understanding is correct
45	SECTION VI: SCOPE OF WORK 1.2. Default in Performance during the Warranty and Annual Maintenance Period, Page No: -68	The penalty for Per day absence at site is INR 500/ day per person. Penalty for the absence for half day shall be INR 250 per person shall be applicable.	Requesting client in case absence due to health issue, resignation, other medical emergency, Payment shall not be imposed to Selected Bidder	In such a situation, the Service Provider shall need to provide replacement.
46	SECTION VI: SCOPE OF WORK 1.2. Default in Performance during the Warranty and Annual Maintenance Period and Go Live, Page No: -68	For every decrease of 0.50% in availability of the indoor/outdoor unit in a quarter, a penalty of INR 2000 shall be imposed.	In case of Issue occurred due to fault in the source system like ERP, Customer portal, other third-party application, Penalty shall not be imposed to selected bidder. Kindly confirm	Yes, Bidder's understanding is correct but it shall need to substantiate such claims with root cause analysis.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
47	SECTION VI: SCOPE OF WORK 1.2. Default in Performance during the Warranty and Annual Maintenance Period and Go Live, Page No: -68	For each issue in integration related items, a penalty of Rs. 10,000 shall be imposed if the said issue is not resolved within 2 hours of identification.	In case of Issue occurred due to fault in the source system like ERP, Customer portal, other third-party application, Penalty shall not be imposed to selected bidder. Kindly confirm	Yes, Bidder's understanding is correct but it shall need to substantiate such claims with root cause analysis.
48	Annexure 3, CA certificate, Page No: -141	Auditor's Certificate for Turnover for bidder	We would like to bring to your kind attention that the format provided for turnover submission mentions financial details for 5 years, whereas the actual requirement as per the eligibility criteria specifies turnover details for the last 3 financial years only. In view of this discrepancy, we request you to kindly reconsider and align the turnover format with the actual requirement by limiting it to 3 years, as specified in the eligibility criteria.	Bidder to consider latest available audited financial/ calendar years.
49	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -30	1.2. Detailed Scope of Work Part 3: Supply, Installation and Configuration of Hardware For connecting the application on Cloud - GMDC shall provide redundant 5 MBPS MPLS (5MBPS + 5 MBPS) at centralized mine location. Only text data is transferred to the digitalize software hosted on the cloud and image data will be stored locally NAS (network attached storage).	The proposed 5 MBPS + 5 MBPS MPLS bandwidth at the centralized mine location may not be sufficient based on past experience for a project of this scale. Request GMDC to increase the MPLS bandwidth to align with the actual operational and performance needs, particularly to ensure uninterrupted application data transmission.	If required, the Bandwidth shall be increased by GMDC so as to provide adequate connectivity for the smooth operations.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
50	SECTION IV: SCOPE OF WORK 1.2. Detailed Scope of Work, Page No: -30	1.2. Detailed Scope of Work Part 3: Supply, Installation and Configuration of Hardware General	Requesting client to kindly clarify whether the power supply and electrical points for all checkpoints will be made available by GMDC? Or these scopes are going under the Bidder.	Yes, these will be made available by GMDC. However, internal wiring for connecting hardware/ equipment shall be in the scope of the Service Provider.
51	Section IV – Chapter 2, Clause K Page No. - 48	General	Kindly confirm whether the SMMS tool is to be a COTS based/developed by the bidder. If a COTS product is acceptable, we request you to kindly include its details in the Bill of Material.	It is upto the Bidder to suggest. A separate line item for the SMMS tool is provided in Price Bid table B.
52	Section IV – Chapter 2, Clause K Page No. - 49	General	Considering the limited MPLS bandwidth, we request GMDC to allow the deployment of a local SMMS server/workstation for onsite monitoring, with periodic synchronization to the cloud. Continuous SMMS activity uploads over MPLS may cause delays or data loss. A local SMMS node with scheduled sync will ensure reliability and faster fault detection onsite.	If required the Bandwidth shall be increased by GMDC so as to provide adequate connectivity for the smooth operations. No local server shall be needed in our view. However, the NAS shall be provided by GMDC
53	Table A: Prices of Hardware, Page No. - 150,	Prices for Hardware (Capital item): Bill of Material General	The quantity of items mentioned in the BOQ needs to be increased as per the touch point and solution. Hence requested to re-visit the BOQ and update.	The estimated quantities as per the new dispatch circuit provided in the RFP. As per the clause 1 (i) of Section VIII, in case of requirement of additional quantities from the BOQ items considering the site conditions and AS IS assessment arise then the Service Provider shall supply the required additional quantities at the quoted rate in table A during the implementation period and Rate Validity Period . The rates for the additional quantities required beyond the Rate Validity Period shall be decided as per the answer to Pre Bid query no 79. Please also refer to Annexure 1 for the revised BOQ for few items.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
54	Table A: Prices of Hardware, Page No. - 150	Prices for Hardware (Capital item): Bill of Material General	A total of 4 Nos. of towers are proposed for 9 locations. Kindly share the latitude and longitude coordinates of all 9 locations, along with the server room details, to reverify the link architecture and tower placement. Additionally, As the purposed tower qty is very less kindly confirm is there any existing IT infrastructure available that can be used for this project.	Please note the unit rate for the for 1 qty for different size of Poles are invited considering that the quantities may be decided during the AS IS phase and payment shall be made based on actual quantities executed.
55	Annexure 10: Page No. - 154-157	Details of Bill of Quantities for GMDC's Umarsar Mine Project Site for New Expanded Mine Digitalization Solution General	It is mentioned that 2 Nos. of LED displays are required at each touch point. However, as per our understanding, only 1 unit is required per site. Kindly clarify whether 2 Nos. of LED displays are required at each individual site and what is the exact functional requirement if 2 nos of LED installed at each location.	One Jumbo LED display is considered at the Parking and Tracking Point For checkpoints with weighbridges, for each weighbridge, 2 no. LED display boards considered. Whereas at Main Entry Gate and Exist gate one LED display board each is considered .
56	Page No. - 154-157	Annexure 10: Details of Bill of Quantities for GMDC's Umarsar Mine Project Site for New Expanded Mine Digitalization Solution General	The AC rack mentioned in the RFP does not support a 12U configuration. However, the BoM also mentions a 12U Non-AC Rack, which appears to be correct. Kindly confirm and consider the 12U Non-AC Rack as specified in Table A: Prices for Hardware.	Yes, 12 U (Non-AC) Racks to be considered as per the Annexure-9.
57	BID EVALUATION CRITERIA, Page 84	The bidder should have average audited annual turnover from IT/Software and Hardware LOB (Line of Business) of at least INR 50 Crore in any 3 consecutive financial years out of last 5 financial years (FY 19-20, FY20-21, FY 21-22, FY 22-23, FY 23-24).	We request you to kindly consider allowing submission of provisional turnover certificate duly certified by a Chartered Accountant for FY 2024-25, in case the audited financials are not yet finalized. This will enable bidders to showcase their latest financial performance within the evaluation period.	Only audited Turnover shall be considered for the evaluation criteria.
58	Section C clause 2, Page 88	The Bids of the Bidder determined to be responsive, meeting Pre-Qualification criteria and securing minimum score of 70 in Technical Score shall be declared	The minimum qualifying marks mentioned in the referred clause do not align with those stated in Clause 5.2 of this document. We request you to kindly clarify which one should be considered.	Typo stands corrected. The minimum qualified marks are 60/100.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		Technically Qualified Bids (the "Qualified Bids"/ "Qualified Bidder").		
59	Clause 1.2, Part-4, C; Page 33	The cost of audit & rectification of non-compliances shall be borne by the service provider. Carryout the periodic audit & certification as and when it is required.	What is the frequency/ number of audits in the contract period	Half yearly or after any major enhancement in the system whichever is earlier. Please refer clause 9.4 below. "The Service Provider shall also get approved CERT-IN empaneled third-party auditor to carry out security audit of the Hardware and mine digitalization system on half yearly or at the time of major system upgrades whichever is earlier during the Contract Period at its own costs and furnish report/certificate thereof to Authority as evidence. Service Provider shall take prompt measure to rectify any bug/default found during such audit."
60	Clause 1.2; Part 5; D Page 37	During entire period of the contract, the service provider shall submit necessary statutory approval, required / applicable, if any, for operation of the equipment. Any violation on this account will be the sole responsibility of service provider.	SI shall facilitate for all necessary approvals, however, delay in getting the same will not be attributed to Service provider	Agreed if such delay is not because of reasons attributable to the Service Provider.
61	Clause 1.2; Part 6; Page 42	Training and Capacity Building The mandatory training (functional and technical) to the GMDC business and IT team shall be provided to the satisfaction of the GMDC management. In case the training is found to be unsatisfactory, the training duration shall be suitably extended at no extra cost to GMDC. The training shall be conducted in the GMDC premises. However, in case of additional requirement of training post signoff of the initial training period, it has to be provided	Requesting client to kindly provide the frequency of the training to be provided after go-live.	Normally the first training to be held immediately after the implementation of the solution. Thereafter, training sessions to be conducted as per the mutually agreed training plan (involving operations and troubleshooting aspects).

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		additionally by the bidder on man-day basis.		
62	Clause 1.2; Part 6, A; Page 44	A. Functional Requirements of the Hardware Components: Regarding Internet connectivity inside the mines: Internal wireless link from central mine location to respective checkpoints shall be provided by the vendor with adequate speed using the Radio Link. GMDC will provide redundant 5 MBPS MPLS at centralized Mine location. Only text data is transferred to the digitalization software and image data will be stored locally NAS (network attached storage).	Kindly confirm that the Internet connectivity shall be provided during the start of implementation phase of the project which is before go-live.	Yes
63	Section VIII; Table D, b; Page 99	It is to be noted that total Service price for the Table A and Table B of the above table shall not exceed the 60% of the total price quoted for Tables A+B+C together of the above tables. In case the Bidder's total Price for the Table A and Table B is exceeding the 60% of the total price quoted for Tables A+B+C together then the Authority/ GMDC shall have right to rebalance it and the Bidder shall have to abide by this provision	It is requested to kindly consider the following rephrased clause- "It is to be noted that total Service price for the Table A and Table B of the above table shall not exceed the 60% of the total price quoted for Tables A+B+C together of the above tables. In case the Bidder's total Price for the Table A and Table B is exceeding the 60% of the total price quoted for Tables A+B+C together then the Authority/ GMDC shall have right to rebalance it in mutually agreed terms with Bidder to abide by this provision"	RFP Conditions remain unchanged
64	Section VIII; Clause 2 (a); Page 100	PAYMENT TERMS a) The payment shall be made by GMDC as per the payment terms specified hereunder. Milestone - Delivery of all Hardware along with all accessories Payment Amount - 50% of the aggregate	It is requested to kindly consider the following payment terms: PAYMENT TERMS a) The payment shall be made by GMDC as per the payment terms specified hereunder. Milestone - Delivery of all Hardware along with all accessories	RFP Conditions remain unchanged

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		<p>value of total delivered capital items (Table A) Milestone - Successful Installation and Commissioning and issuance of Go-Live certificate. Payment Amount - 40% of the aggregate value of total installed capital items (Table A)</p>	<p>Payment Amount - 70% of the aggregate value of total delivered capital items (Table A) Milestone - Successful Installation and Commissioning and issuance of Go-Live certificate. Payment Amount - 20% of the aggregate value of total installed capital items (Table A)</p>	
65	Section VIII; Clause 2 (c); Page 101	c) The CAMC Period shall start from the end of Warranty Period of one year. The payment for the CAMC shall start after the Warranty Period. The service provider shall submit quarterly invoice at the end of each quarter during the CAMC /Maintenance Period.	It is requested to kindly rephrase as "c) The CAMC Period shall start from the end of Warranty Period of one year. The payment for the CAMC shall start after the Warranty Period. The service provider shall submit quarterly invoice at the end of each quarter during the CAMC /Maintenance Period as mentioned in Table C .	Agreed.
66	SECTION VIII: Clause 2.3; page 108	2.3. Termination of Agreement for failure to commence Services. If the service provider does not commence the Services within the period specified in Clause 2.2 above, GMDC may, by not less than 1 (one) weeks' notice to the service provider, declare this Agreement to be null and void, and in the event of such a declaration, this Agreement shall stand terminated and the service provider shall be deemed to have accepted such termination.	It is requested to consider the following revised clause: 2.3. Termination of Agreement for failure to commence Services. If the service provider does not commence the Services within the period specified in Clause 2.2 above, GMDC may, by not less than 2 (Two) weeks' notice to the service provider, declare this Agreement to be null and void, and in the event of such a declaration, this Agreement shall stand terminated and the service provider shall be deemed to have accepted such termination.	Agreed.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
67	SECTION VIII: Clause 2.4; page 108	a) Unless terminated earlier pursuant to Clauses 2.3 or 2.9 hereof, this Agreement shall, unless extended by the Parties by mutual consent as per the sub clause (b) hereunder, the Agreement shall remain in force for a period of five years from the issuance of "Go- Live" Certificate for the Umarsar Mine (the "Contract Period" for the Umarsar Mine). The Go- Live Certificate shall be issued by Authority upon successful commissioning of the Project as per the terms of this RFP.	It is requested to consider the following revised clause: a) Unless terminated earlier pursuant to Clauses 2.3 or 2.9 hereof, this Agreement shall, unless extended by the Parties by mutual consent as per the sub clause (b) hereunder, the Agreement shall remain in force from the date of agreement to a period of five years from the issuance of "Go- Live" Certificate for the Umarsar Mine (the "Contract Period" for the Umarsar Mine). The Go- Live Certificate shall be issued by Authority upon successful commissioning of the Project as per the terms of this RFP.	Agreed.
68	Clause 3.5; n; Page 117	n) Deploy adequate numbers of qualified and skilled manpower as per the details specified in this RFP and participate in all the meetings as directed by the Authority from time to time and as per the provisions set forth in this Agreement and RFP Section IV.	Kindly confirm that all necessary communication related to approval of invoices, supporting documents, Attendance documents, performance and related documentation shall be made through email and does not involve physical submission or presence.	The Service Provider is expected to submit deliverables in soft copy and hard bound format.
69	Clause 3.5; p; Page 117	p) Appoint a Project Manager responsible for the implementation, operation, maintenance and management of mine digitalization solution who shall also interface and act as single point contact with the Authority for all matters concerning the performance on this Agreement and the Service Provider shall share his name and contact details with the Authority.	Kindly confirm that the Project Manager is not mandatory to be deployed at site after go-live.	No. But he shall be responsible for the implementation, operation, maintenance and management of mine digitalization solution who shall also interface and act as single point of contact with the Authority for all matters concerning the performance. The Project Manager shall need to frequently visit the site to ensure adherence to SLAs and also to attend important management meetings at site and at HO.
70	Clause 17, a; Page 135	POST TERMINATION SUPPORT (a) In case the Agreement between the Authority and Service Provider is	It is requested to provide the terms of payment in case of O&M support for the	In such a case the payment shall be made as per the payment terms mentioned in the RFP.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
		<p>terminated for any reason whatsoever, either on account of Service Provider Event of Default and /or Authority Event of Default or even for any reason not envisaged in the Agreement, then the Service Provider shall be responsible for operation, maintenance and management of mine digitalization project at agreed terms specified in this Agreement till Authority appoints and handover the mine digitalization project to new /replacement Service Provider.</p>	<p>specified term till the new/replacement service provider is handed over of charge.</p>	
71	<p>Service Level Agreement (Page No.65)</p>	<p>Damages equivalent to 0.5% of Value of Contract Price excluding AMC charges (i.e. Value of Supply, installation and Commissioning) per week of delay subject to maximum of 10% of Value of Contract Price excluding CAMC charges. Minimum 3 days will be counted as week for determination of week.</p>	<p>We request clarification on the clause stating that a minimum of 3 days shall be counted as a full week for the purpose of calculating damages. It is our understanding that even a delay of 3 calendar days would attract Damages equivalent to a full week's penalty (i.e., 0.5% of contract value excluding CAMC). Kindly confirm whether damages will be imposed in this manner and whether the authority may consider adopting a more proportionate approach, such as treating only delays of 7 days or more as one full week for calculation of damages on a per-day for delays under 7 days.</p>	<p>RFP conditions remain unchanged</p>

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
72	Part 5: Comprehensive Annual Maintenance Contract (CAMC) (Page 41)	The Service Provider will be fully responsible for safety of its personnel engaged in installation work. It will ensure that Service Provider's personnel abide by the provisions of all relevant acts applicable, relating to the work. The Service Provider shall abide by all the rules and regulations of central and state governments and any local authority while executing the work. GMDC will have the right to call for any documentation in this regard, instruct the Service Provider and take any action as deemed fit, in case of deficiency. The Service Provider will be solely responsible for all liabilities in this regard. The successful bidder will indemnify GMDC from any consequences caused due to his failure in this regard and will be solely responsible to bear them.	<ol style="list-style-type: none"> <li data-bbox="945 169 1509 673">1. We request clarification on the scope of the Service Provider's compliance obligations as mentioned in the clause requiring adherence to "all relevant acts applicable" and "rules and regulations of central, state governments and any local authority." As these terms are broadly worded, we seek confirmation on whether GMDC will provide a list of site-specific statutes, local authority regulations, or mining-specific compliance requirements that are expected to be followed by the Service Provider. <li data-bbox="945 673 1509 1286">2. Further please clarify on the indemnity obligation and GMDC's right to "take any action as deemed fit" in the event of non-compliance by the Service Provider. Kindly confirm whether this indemnity is limited to actual loss or damage arising out of proven non-compliance solely attributable to the Service Provider, and whether there is any financial cap or limitation period for such indemnity. We request further clarification on the applicable notification or authority to be followed for determining minimum wages payable to manpower deployed under this contract. Kindly confirm whether any specific category or skill classification is mandated for compliance under this engagement. 	<ol style="list-style-type: none"> <li data-bbox="1509 169 2132 459">1. The Bidder/ Service Provider may consider the applicable labor laws and laws related to safety obligations applicable to the manpower deployed in the mining area. These are major requirements. Apart from above, the Service provider shall also need to consider any other applicable laws. <li data-bbox="1509 459 2132 1286">2. Please note, GMDC intends to indemnify itself from all liabilities pertaining to breach of any applicable safety /labour laws applicable to the staff deployed by Service Provider as well as breach of any third party IPR (i.e. of vendors of the Service Provider) if such breach is attributable to the Service provider. In such case, the indemnity is limited to the actual loss or damage arising out of non-compliance solely attributable to the Service Provider.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
73	Clause 4.5 / Page 122	<p>Sub-service providers / Outsourcing</p> <p>a) Sub-contracting of entire Scope of Work is not permitted. However, for any specific technical matter requiring advice/inputs from experts or specific agencies, the service provider may engage sub-Service Provider/ Contractor under intimation/ or approval from Authority. Sub-contracting and / or outsourcing does not absolve the service provider from its obligations provided in this Agreement.</p> <p>b) Service Provider is permitted to outsource non-core part of work upon approval from the Authority such as equipment/hardware installation and maintenance, connectivity and network related work etc.</p> <p>c) In the event of failure or breach of any sub-contractor or vendor of the Service Provider in performance of its tasks and functions, the Authority shall have the right to have the services of such sub-contractor or vendor terminated and the Service Provider shall forthwith and at no extra cost to the Authority, replace such sub-contractor or vendor or may even undertake to execute the task by itself.</p>	Kindly clarify whether outsourcing of manpower through third-party agencies is permitted or not particularly in cases where personnel are deployed for supporting core or semi-core activities	Only non-core functions can be outsourced as specified in subclause 4.5 b)

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
74	Clause 17/ Page 135	<p>POST TERMINATION SUPPORT</p> <p>(a) In case the Agreement between the Authority and Service Provider is terminated for any reason whatsoever, either on account of Service Provider Event of Default and /or Authority Event of Default or even for any reason not envisaged in the Agreement, then the Service Provider shall be responsible for operation, maintenance and management of mine digitalization project at agreed terms specified in this Agreement till Authority appoints and handover the mine digitalization project to new /replacement Service Provider.</p> <p>(b) Service Provider shall provide support in terms of smooth transition and handing over of database, APIs, protocols, passwords and all other interfacing requirements to any other service provider for purposes of integration, interfacing, or linking in any manner to the system or systems operated by the Service Provider. Inability or unwillingness of the Service Provider shall be considered an Event of Default.</p>	Please clarify whether the Service Provider will receive compensation for providing services during the post-termination handover phase, and if so, whether the same payment schedule will be followed or any new schedule will be decided amicably,	Yes. The payment, as per the CAMC terms shall be made during the post termination support.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
75	Clause 5, Bid Evaluation Criteria Page-83	Average Annual audited turnover of Turnover of the Bidder in any 3 consecutive financial years out of last 5 financial years (FY 19-20, FY20-21, FY 21-22, FY 22-23, FY23-24). 50> Crore < 100 Crore 1 100> Crore < 150 Crore 3 > 150 Crore 5	As the ₹50 crore gap in each slab appears to be quite stringent, we request you to kindly amend the turnover marking criteria to encourage wider participation and ensure fair evaluation across bidders with varying financial capacities. The revised slabs may be considered as follows: ₹50 > Crore < 75 Cr – 1 mark ₹75 > Crore < 100 Cr – 2 marks ₹100 > Crore < 125 Cr – 3 marks > ₹125 Cr – 5 marks	RFP Conditions remain unchanged
76	Section 5.2 Technical Score, Page 84	Technical Evaluation, clause A3 and A5: If demonstrated/ showcased project is executed in different mines/ sites in a single work order then each mine/ site shall be considered as separate project for assigning the marks.	We understand that if a demonstrated/showcased project has been executed across multiple mines/sites under a single work order, then each mine/site implementation shall not be considered as a separate project for evaluation purposes as they fall under one unified scope of work and contract execution	Your understanding is incorrect. Please note If demonstrated/ showcased project is executed in different mines/ sites in a single work order then each mine/ site shall be considered as separate project for assigning the marks.
77	General	General	Works claimed as experience that have been sub-contracted /outsourced to the bidder will not be considered, as this could result in multiple bidders claiming the same work as part of their experience or eligibility criteria. Only work orders or purchase orders issued directly by the end-user will be accepted.	The Bidder showcasing the valid evidence of execution of work and meeting the RFP criteria shall be considered for assigning the marks even if it is executed as subcontracting.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
78	Clause 1.2, Detailed scope of work Page-30	The service provider shall supply Hardware components including Boom barriers and ANPR Cameras in order to restrict trucks entering the public road to exit the mines or vice versa. The said quantity has been added to the BOQ quantities.	We assume that there is no requirement for any software solution, such as a visitor management system or gate pass application, to be implemented at this particular touchpoint. If there is any change in this requirement or if such a system is expected to be included, we request that it be explicitly clarified.	Visitor management system is not part of scope of current RFP
79	Section VIII, Payment terms, Page 99	In case of requirement of additional quantities from the BOQ items considering the site conditions and AS IS assessment arise then the service provider shall supply the required additional quantities at the quoted rate in table A above during the implementation period and CAMC period for Umarsar mines.	<ol style="list-style-type: none"> 1. We kindly request the authority to consider incorporating a Rate Validity Period of up to 12 months for the base prices/rates (exclusive of all taxes) quoted for hardware and software items (capital items) under Price Bid Tables A and B. Given the ongoing volatility in hardware/software pricing, global supply chain disruptions, and the rapid pace of technological advancements, maintaining fixed prices for an extended period of 60 months poses significant commercial challenges. Limiting the price validity to 12 months would enable bidders to provide more accurate, competitive, and risk-free pricing proposals 2. Additionally, The Base Rates beyond Rate Validity Period shall be decided in mutually agreed terms. 	<p>The following clause stands inserted in Section 9 in Contract Terms & Conditions as clause no 21.</p> <p>“</p> <ol style="list-style-type: none"> 1. The Base prices/rates (which are exclusive of all taxes) of hardware and software items (capital items) quoted by the Service Provider in Price Bid Tables A and B shall remain fixed for a period of 18 months from the Due Date of Submission/Bid Submission Date (the “Rate Validity Period”). The Service Provider shall be required to install and implement hardware and software forming part of the Mine Digitalization Project at the same rate that it has quoted within the Rate Validity Period. 2. The Base Rates beyond Rate Validity Period shall be decided in mutually agreed terms.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
80	Annexure 10 Details of Bill of Quantities, Page 155	BOQ details	As per the requirement, an additional line item is to be included in the BOQ for a wireless access point, which will enable mobile handheld devices and tablets to connect to the GMDC network.	The following line items stand inserted in Table A "Wireless Access Point "- QTY similar to the no. of checkpoints i.e 6 No."
81	Page 86 Section: 5.5	i). Taking credit from Associate (i.e. subsidiary/parent/sister concern firm) for meeting the Pre – Qualification Criteria and Technical Qualification Criteria is permitted subject to provisions specified hereunder. ii). In case a bidder is relying on qualifications of subsidiary/parent/sister concern firm for being considered for determination of compliance/meeting requirement with regards to the Pre-Qualification and Technical Score Criteria, then under such circumstances, the bidder shall clearly indicate, with supporting documentation, the relationship between the bidder and the entity whose qualifications it is seeking to rely upon.	1. From this clause, what we understand is that a subsidiary company can use the technical credentials (project experience) and financial credentials (turnover) of its parent company to meet the pre-qualification criteria and to score marks in the technical evaluation criteria. Provided, the parent company holds more than 50% shares in the subsidiary. Hope our above understanding is correct. 2. We request you to kindly let us know if we can submit copies of Memorandum of Association and Articles of Association/CA certificate as supporting documents.	1. Yes, your understanding is correct. 2. In such case the Bidder shall need to provide CA certificate specifying the relationship between the bidder and the entity whose qualifications it is seeking to rely upon.
82	Page 84, Section 5.2 (A4)	Experience in Development of IT solution or application implementation in APEX platform for any state or central government department, state PSU or private sector in the last seven years in India.	Request you to kindly modify this clause as below: Experience in Development of IT solution or application implementation in Oracle platform for any state or central government department, state PSU or private sector in the last seven years in India. For this criterion, we request you to kindly consider project that are in implementation phase as well.	RFP Conditions remain unchanged

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
83	Definitions Section (Pg. 9) and Section VII Clause 5.1 Pre-Qualification Criteria	Consortiums are not permitted to bid	We request you to allow the consortium to participate in this tender.	RFP Conditions remain unchanged
84	DEFINITIONS, Part 2, Page: 9 of 167	"Consortiums are not permitted."	Consortiums should be permitted.	RFP Conditions remain unchanged
85	DEFINITIONS, Part 2, Page: 9 of 167	"Consortiums are not permitted."	Consortiums should be permitted.	RFP Conditions remain unchanged
86			if we can still submit our queries and participate in the bidding process. Further, we would also request for an extension in bid submission. We have already started working on RFP with Oracle for best optimization of the proposed solution.	The Bid submission date is extended. Please refer to Corrigendum 1 and Corrigendum 2.
87	DEFINITIONS, Part 2, Page: 9 of 167	Consortiums are not permitted.	Consortiums should be allowed	RFP Conditions remain unchanged
89	Page 35 (Documentation)	Source Code Submission	Please clarify if the service provider must submit the entire source code of the developed software modules, or if binary-only submission is acceptable. Alternatively, will source code escrow be allowed in lieu of direct submission?	Please refer to answer to Pre bid query no 17
90	Page 31, Point 7	Integration with 3rd Party Systems	Kindly elaborate which third-party systems the solution must integrate with. Is integration expected with: (a) CGM Portal, (b) GSTN, (c) FASTag, (d) Saarthi, (e) Parivahan, (f) SMS Gateway? Please provide API documentation or expected formats.	The Integration with CGM Portal, Saarthi , Parivahan, SMS Gateway , GMDC's Oracle ERP, dynamic allocation application are required. For the purpose of API, Please refer to answer to Pre bid query no 32

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
91	Page 23, 31, 32	Real-time Vehicle Tracking Map	Is a live GIS-based map view of vehicle positions required in the dispatch system dashboard? Or is checkpoint-wise time-stamped logging sufficient?	<p>The Map for the mapping of Truck circuit (GIS Map and Google Earth map) for tracking purposes along with the tracking functionalities shall be provided by the service provider as part of the solution to GMDC.</p> <p>Please also note that the real time position of vehicle is limited to RFID installed points only. It does not involve GPS based tracking. The purpose of Tracking is traffic management by removing the hinderance causing traffic congestion at check points. So, the system should have the capability to generate alerts if the Vehicle/truck does not appear in the next checkpoint within the tolerance limit</p>
92	Page 30	NAS (Image Storage) Supply	The RFP mentions local image data to be stored on NAS. Who is responsible for supplying, installing, and maintaining this Network Attached Storage (NAS) – GMDC or the service provider?	GMDC shall provide Network Attached Storage (NAS) including supply, installation and maintenance . However integration of NAS with the Service Provider's solution is Service Provider's responsibility
93	Page 24 – Hardware List	ANVR Camera Definition	Please confirm if "ANVR" refers to " Network Video Recorder " integrated with a camera (i.e., NVR Camera), or is it a specific device type with analytics built-in?	It refers to Network Video Recorder integrated with camera.
94	Page-46	Mobile App Development	Will the mobile application (for monitoring, alerts, or operations) be part of the deliverables from the service provider? If yes, what core functionalities are expected?	This application shall be installed in a tablet with capability to scan the truck's Fastag and send the details to Oracle ERP in case of web based version faces glitch.
95	Page 24 – PA System	Public Announcement System (PAS)	Is the PAS to be software-triggered automatically (rule-based) or manually operated by personnel? Are specific pre-recorded messages required or will basic tones suffice? Is PAS expected to be integrated with the dispatch module?	Yes the PAS to be software-triggered automatically (rule-based). It should support complete man less weighbridge and check post operation.

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
96	Page 24 – Ultrasonic Sensors	Vehicle Positioning Sensors	Do the ultrasonic sensors need to provide real-time visual feedback to operators (e.g., LEDs/screens), or simply trigger an alert? Is integration into dispatch software for vehicle alignment data logging required?	Ultrasonic sensors shall be deployed at strategic positions on the weighbridge, which detect if the mineral carrying vehicle is optimally positioned for weighment on Weighbridge.
97	Page 31, Part 4	High Availability / DR Setup	Should the dispatch application hosted on Oracle Cloud be high availability (HA) compliant? Is there a requirement for disaster recovery (DR) instance or region-based failover?	Yes .
98	Page 33	API Access and Credentials	Will GMDC provide API access , documentation, and test credentials for integrations with Parivahan, Saarthi, CGM, GSTN, etc. ? Who facilitates the coordination with these external systems?	Please answer to Pre bid query no 32
99		Data Retention Policy	What are the mandated data retention periods for image logs, ANPR data, dispatch records, etc.? Any archival or purging policy to be followed?	Six months
100	Section VI – SLAs	Uptime & SLA Metrics	Please share expected system uptime requirements (e.g., 99.9% monthly uptime) and specific incident response / resolution SLAs applicable to hardware and software.	The Target Service Levels specified in the "Section VI : Service Level Agreements" are expected uptime requirements.
101	Page-27	User Roles & Access Control	Can you please confirm expected user roles (e.g., Admin, Gate Operator, Transporter, Supervisor, Auditor)? Also, are RBAC and audit logs part of system requirements?	Expected user roles shall be discussed and finalized during SRSD stage with the selected Service Provider. Please note , the RBAC and audit logs are part of system requirements.
102	Not mentioned	Multi-Language Support	Should the solution support multi-lingual interfaces (e.g., Gujarati, Hindi, English)? If yes, for which user groups and which modules (web/app)?	The Solution should support English language. The training manual should be prepared in English, Gujarati and Hindi
103	Not mentioned	Material handling	who will be responsible for Hardware handling, storage and transport post reception at site	It is Service Provider's responsibility. However, GMDC shall provide adequate storage space at Mine site

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
104	Page 22-23	Weighbridge Integration	How will data from different weighbridges make (e.g., Bosch) be standardized and integrated into the central dispatch system? Is there a standard API or middleware mandated for this?	The Service Provider shall need to develop Standard API/ Middleware for the integration of weighbridge with Dispatch system.
105	Page 22-23	ERP Synchronization	What is the expected mechanism for syncing weighbridge data with Oracle ERP (EBS 12.2.12)? Should this be done via direct API, middleware, or another integration layer?	
106	Page 33	Third-Party System Integration	Please confirm the list of third-party systems to be integrated (e.g., CGM ILMS, GST, Parivahan, Saarthi, Transporter Module, SMS Gateway). Are APIs for these systems already available?	The Integration with CGM Portal, Saarthi , Parivahan, SMS Gateway , GMDC's Oracle ERP, dynamic allocation application is required. For the purpose of API, Please refer to answer to Pre bid query no 32
107	Page 33	API Management Responsibility	Will GMDC or the service provider be responsible for managing API integration and data validation with government portals?	Service Provider shall be responsible for the validation with Govt portal
108	Page 26-27	Reuse of Existing Modules	Is the Transporter Module developed for Bhavnagar mines expected to be reused or adapted for Umarsar? If so, what are the key differences in workflows or data structures?	Yes but with customization. Please refer to RFP page no 32, 33, 44, and 45 for the workflow and functional specifications of the Transport Module
109	Page 28	KPI Definitions	Could GMDC provide detailed definitions of the KPIs and metrics that will be used to evaluate the effectiveness of the dispatch system	Tentative KPIs are specified in reporting requirements stated in RFP page no 39 and 40. Further details can be finalized during the SRSD stage
110	Page 31	Failover Strategy Expectations	What specific failover strategies (hardware/software) are expected to be implemented to ensure system continuity?	Please refer to Scope of Work for the detailed Failover mechanism (pg 31 of RFP)
111	Page 33	SMS Gateway Integration	Is integration with GMDC's provided SMS gateway mandatory? Will credentials and API documentation be shared with the service provider?	Yes. Please refer to answer to pre bid query no 32

Sr. No	Clause Reference	Content of RFP Requiring Clarification	Clarification Sought	Response/ Amendment/ Corrigendum
112	Page 66	SLA Feasibility	The SLA metrics (e.g., 99% availability, 100% integration uptime) appear stringent. Is there room for negotiation or clarification on these thresholds?	RFP conditions remain unchanged
113	Page 33 & 127	Audit and VAPT Costs	Will the cost of third-party security audits (e.g., CERT-In VAPT) and subsequent rectifications be fully borne by the service provider?	Please refer to clause 3.5 (t)- page no 118 , Page no 33 and clause no 9.4 (page no 127) for the same.
114	Pag 35-36	Change Requests Post-Go-Live	Are all modifications requested within the first 6 months post-Go-Live (beyond the SRSD scope) expected to be delivered free of cost?	Yes. Your understanding is correct.
115	Page 29-30	OCI Infrastructure Details	What are the current specifications of GMDC's Oracle Cloud Infrastructure (OCI)? Is there a preferred tenancy or region for hosting the APEX application?	Required details shall be provided to the selected Bidder/ Service Provider.
116	Page 30-31	Security and Access Control	What are the security protocols and access control policies for APEX applications hosted on OCI, especially in terms of user roles and data access?	Required details shall be provided to the selected Bidder/ Service Provider .
117	Page 27 & 123	UAT and Coordination with Bhavnagar Vendor:	What is the expected coordination process with the Bhavnagar vendor for Transporter Module integration? Will GMDC facilitate joint UAT sessions and data mapping?	GMDC shall support coordination between Bhavnagar vendor and Umarsar vendor.
118		OCI Cost Management and Budgeting	Will GMDC provide a budget cap or cost governance framework for OCI resource usage (compute, storage, bandwidth), and how will overages be handled?	Required details shall be provided to the selected Bidder/ Service Provider

ANNEXURE 1: CORRIGENDUM

Sr. No.	RFP provision	Amended Provision
1	<p>Section IX , Clause 17 (a) : Post Termination Support</p> <p>“In case the Agreement between the Authority and Service Provider is terminated for any reason whatsoever, either on account of Service Provider Event of Default and /or Authority Event of Default or even for any reason not envisaged in the Agreement, then the Service Provider shall be responsible for operation, maintenance and management of mine digitalization project at agreed terms specified in this Agreement till Authority appoints and handover the mine digitalization project to new /replacement Service Provider “</p>	<p>Section IX , Clause 17 (a) : Post Termination Support</p> <p>“In case the Agreement between the Authority and Service Provider is terminated for any reason whatsoever, either on account of Service Provider Event of Default and /or Authority Event of Default or even for any reason not envisaged in the Agreement, then the Service Provider shall be responsible for operation, maintenance and management of mine digitalization project at agreed terms specified in this Agreement till Authority appoints and handover the mine digitalization project to new /replacement Service Provider subject to maximum of one year of Post Termination Support. During the post termination support, the Authority shall make payment as per the prevailing rates quoted and specified in the Agreement “</p>
2	<p>Section IV , Clause 1.2 - Scope of Work (Clause 1.2 - Detailed Scope of Work, Page No: -30)</p> <p>“..Only text data is transferred to the digitalize software hosted on the cloud and image data will be stored locally NAS (network attached storage)”</p>	<p>Section IV , Clause 1.2 - Scope of Work (Clause 1.2 - Detailed Scope of Work, Page No: -30)</p> <p>“..Only text data is transferred to the digitalize software hosted on the cloud and image data will be stored locally NAS (network attached storage). Required NAS infrastructure shall be provided by GMDC. The Service Provider shall suggest requirements of related infrastructure “</p>
3	<p>Section IV , Clause 1.2 - Scope of Work (Clause 1.2 , Part 5 - Detailed Scope of Work during CAMC , Page No: -40)</p> <p>“The Service provider shall deploy at least 3 resources at GMDC Umarsar premises (1 each per shift for 3 shift operation) from the date of Go-live of the application till the entire contract period. “</p>	<p>Section IV , Clause 1.2 - Scope of Work (Clause 1.2 , Part 5 - Detailed Scope of Work during CAMC , Page No: -40)</p> <p>“The Service provider shall deploy at least 6 resources at GMDC Umarsar premises (2 each per shift for 3 shift operation) from the date of Go-live of the application till the entire contract period. “</p>
4	<p>No provision in RFP</p>	<p>Additional Provision of “ Rate Validity Period “</p> <p>1) The Base prices/rates (which are exclusive of all taxes) of hardware items (capital items) quoted by the Service Provider in Price Bid Tables A and B shall remain fixed for a period of 18 months from the Due Date of Submission/Bid Submission Date (the “Rate Validity Period”). The Service Provider shall be required to install and implement hardware and software forming part of the</p>

Sr. No.	RFP provision	Amended Provision																								
		<p>Mine Digitalization Project at the same rate that it has quoted within the Rate Validity Period.</p> <p>2) The Base Rates beyond Rate Validity Period shall be increase by 5% per annum .”</p>																								
5	<p>Specification of AMVR Camera (Scope of Work, Page No 52)</p> <p>Image Sensor : 3 MP or above, Progressive scan CMOS or better</p>	<p>Specification of ANPR Camera (Scope of Work, Page No 52)</p> <p>Image Sensor : 4 MP or above with minimum 60 FPS, Progressive scan CMOS or better</p>																								
6	<p>Part 6: Training and Capacity Building (last bulleted Point, page no 42)</p> <p>“The mandatory training (functional and technical) to the GMDC business and IT team shall be provided to the satisfaction of the GMDC management. In case the training is found to be unsatisfactory, the training duration shall be suitably extended at no extra cost to GMDC. The training shall be conducted in the GMDC premises. However, in case of additional requirement of training post signoff of the initial training period, it has to be provided additionally by the bidder on man-day basis. “</p>	<p>Part 6: Training and Capacity Building (last bulleted Point, page no 42)</p> <p>“The mandatory training (functional and technical) to the GMDC business and IT team shall be provided to the satisfaction of the GMDC management. In case the training is found to be unsatisfactory, the training duration shall be suitably extended at no extra cost to GMDC. The training shall be conducted in the GMDC premises. Additionally , atleast one training session per year shall be provided by the Service Provider without any additional costs. In case of additional requirement of training post signoff and one session annually , it has to be provided additionally by the bidder on man-day rate basis. This Manday Rate shall be quoted as per the line item specified in Price Bid Format “</p>																								
7	Change Request	<i>In case , the requirements of Change Request arise after the one year from the date of LOA, in such case the annual escalation of 5% in man day rates shall be provided</i>																								
8	<p>Quantities for few items specified in Table placed in clause 1 (a) of Section VIII and Table A in Annexure 9</p> <table border="1" data-bbox="188 1026 987 1192"> <thead> <tr> <th>Sr. No.</th> <th>Item Name</th> <th>No of Units</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>LED Display</td> <td>12</td> </tr> <tr> <td>7</td> <td>ANPR Camera</td> <td>9</td> </tr> <tr> <td>14</td> <td>Firewall</td> <td>1</td> </tr> </tbody> </table>	Sr. No.	Item Name	No of Units	4	LED Display	12	7	ANPR Camera	9	14	Firewall	1	<p>Quantities for few items specified in Table placed in clause 1 (a) of Section VIII and Table A in Annexure 9 stands amended as below.</p> <table border="1" data-bbox="1151 1026 1812 1192"> <thead> <tr> <th>Sr. No.</th> <th>Item Name</th> <th>No of Units</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>LED Display</td> <td>12</td> </tr> <tr> <td>7</td> <td>ANPR Camera</td> <td>9</td> </tr> <tr> <td>14</td> <td>Firewall</td> <td>1</td> </tr> </tbody> </table>	Sr. No.	Item Name	No of Units	4	LED Display	12	7	ANPR Camera	9	14	Firewall	1
Sr. No.	Item Name	No of Units																								
4	LED Display	12																								
7	ANPR Camera	9																								
14	Firewall	1																								
Sr. No.	Item Name	No of Units																								
4	LED Display	12																								
7	ANPR Camera	9																								
14	Firewall	1																								