

**GOVERNMENT OF MEGHALAYA
MEGHALAYA STATE SKILL DEVELOPMENT SOCIETY**

RESPONSE TO QUERIES

Project Name	Selection of a Technology Partner for Providing On-site Professional Services for Design, Development, Deployment, Enhancement and Managed Support of the MSSDS AI-Powered Integrated Skills, Employability and Citizen Service Ecosystem
RFQ No.	MSSDS/851/AI-SE/2026/36
RFQ Issued Date	31st July 2026
Pre-Bid Query Date	6th August 2026

With reference to the queries/clarifications received in respect of the above RFQ, the following responses are provided. These responses shall be read together with the RFQ and any formal corrigendum/clarification issued by MSSDS.

SN	Clause & Provision	Query	Response
1A	Clauses 1.5 - The selected agency shall provide suitably qualified and experienced professionals who shall work exclusively for MSSDS from Shillong and shall function as an extended Project Management and Technology Support Unit. 13.1(f) - The bidder shall nominate one Nodal person who shall coordinate all deployed personnel and act as the single point of contact with MSSDS 17.4 - The selected bidder shall deploy qualified professionals at Shillong for providing professional services on a full-time basis during the contract period.	The initial design, development, integration and deployment of the proposed extensive and intricate AI-native integrated digital ecosystem will require access to highly specialised AI, architecture, engineering, DevOps, data and cybersecurity expertise. Such specialists are distributed across locations in India and can be deployed most effectively through a coordinated hybrid delivery model. We would therefore be grateful if MSSDS could confirm whether the following model may be approved under Clause 18.4: (a) one Project Manager / Delivery and Sprint Coordination Lead / Implementation Coordinator and Nodal Person deployed full-time on-site at the MSSDS office in Shillong as the principal point of contact for MSSDS stakeholders, including	The following changes are made to the relevant Clauses: Clauses 1.5 - The selected agency shall provide suitably qualified and experienced professionals who shall work exclusively for MSSDS from Shillong and shall function as an extended Project Management and Technology Support Unit. 13.1(f) – No change 17.4 - The selected bidder shall deploy qualified professionals at Shillong for providing professional services on a full-time basis during the contract period. 17.5 – The deployed personnel deployed in Shillong shall work from the office premises identified by

	17.5 – The deployed personnel shall work from the office premises identified by MSSDS and shall remain under the day-to-day functional control of MSSDS. 18.3 All deployed personnel shall be stationed in Shillong throughout the deployment period. 18.4 No remote deployment shall be permitted unless specifically approved by MSSDS.	stakeholder interviews, queries, requirement gathering, data acquisition, workshops, coordination, issue resolution and reporting; (b) the specialist build team, including AI Engineers, Full Stack Developers, UI/UX, DevOps/Cloud, QA, data and cybersecurity personnel, working remotely from locations across India during the design, build and deployment phases, while remaining available for scheduled reviews and travelling to Shillong for critical workshops, integration testing, UAT, training, deployment and Go-Live activities where required; (c) senior leadership and specialist architecture roles, including the CPTO and AI Architect / Lead Solution Architect, remaining accountable and continuously available for the assignment, with physical presence in Shillong during key discovery workshops, architecture reviews, steering meetings, UAT, deployment milestones, Go-Live and whenever reasonably required by MSSDS; and (d) following successful UAT and Go-Live, an agreed on-site support presence of between one and three personnel, depending upon operational requirements and the approved staffing plan, supported by the remote technical, AI, cloud, security and engineering teams. Kindly also indicate the approval process, minimum on-site attendance expectations and the manner	MSSDS and shall remain under the day-to-day functional control of MSSDS. 18.3 The Bidder shall clearly specify which resources will be deployed on a full-time basis in Shillong and which resources will operate in a hybrid mode. For resources proposed in hybrid mode, the Bidder shall clearly indicate the allocation of man-hours for on-site (Shillong) and off-site work, along with the corresponding deliverables against which such effort is proposed. 18.4 replaced with: The selected Bidder shall be responsible for ensuring that resources engaged in hybrid mode are available whenever required for the project and are willing to travel to Shillong at short notice, if necessary, to meet project requirements.
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		in which approved remote man-months would be recorded and billed.	
1B	Clause 1.5 - The selected agency shall provide suitably qualified managed support services throughout the contract period. Clause 13.1(b) - Within fifteen (15) days of issue of the Letter of Award, the successful bidder shall deploy the approved Key Personnel at Shillong. Clause 17.3 MSSDS reserves the right to interview key personnel proposed by bidders Clause 17.15 – Manpower Management Clause 18.1-18.6 - Staffing Requirements	Kindly clarify whether exclusivity applies to each approved resource only during the approved billable deployment period and working hours assigned to MSSDS, rather than requiring every specialist to remain continuously stationed in Shillong for the entire implementation and support periods. Consistent with the proposed hybrid model, kindly confirm that the full-time on-site Project Manager / Delivery and Sprint Coordination Lead / Implementation Coordinator may serve as the principal Nodal Person, while the CPTO, AI Architect / Lead Solution Architect and other phase-specific specialists may be deployed for approved man-months, remain continuously available remotely and travel to Shillong for critical workshops, reviews, UAT, deployment milestones, Go-Live and other occasions reasonably required by MSSDS. Kindly also clarify the treatment of approved leave, public holidays, official travel, MSSDS-approved remote work and partial-month deployment for attendance and billing purposes.	In addition to the above, the following changes are made to the relevant Clauses: Clause 13.1(b) - Within fifteen (15) days of issue of the Letter of Award, the successful bidder shall deploy the approved Key Personnel for the project as per the deployment plan. at Shillong.
1C	Refer to 1A & 1C above	Manpower and on-site deployment at Shillong	Refer to response at 1A & 1B above
2	Section 10 - HOSTING REQUIREMENTS	Kindly confirm the proposed commercial treatment for cloud infrastructure and recurring third-party services, including	Services are intended to be procured and paid for directly by MSSDS

	Clause 6.6 - Deployment Services Clause 12.5 - Communication Integrations Clause 12.6 - Document Services Integrations Clause 15.7 - Managed support services Clause 15.10 - Monitoring Services Annexure M Declaration - We certify that the above financial proposal is valid for 180 days and includes all costs associated with project execution	compute, storage, networking, load balancing, backup, disaster recovery, monitoring, LLM/AI API consumption, vector database/search services, SMS, e-mail, WhatsApp Business API, OCR, digital-signature and verification services, security tooling such as WAF/SIEM, commercial licences and VAPT/security audit costs, including a CERT-In empanelled auditor where required by MSSDS. For clarity in preparing the Financial Proposal, kindly confirm whether such services are intended to be procured and paid for directly by MSSDS. Alternatively, where MSSDS requests the bidder to procure and administer such services, kindly confirm that the associated expenditure will be reimbursed at actual cost against supporting third-party invoices, together with a mutually agreed and capped administrative or service-management charge covering procurement, vendor management, billing reconciliation, configuration and operational administration. As these costs vary according to actual usage and service volumes, kindly consider providing separate cost lines or an approved pass-through and reimbursement mechanism, along with the applicable approval and documentation process.	
3A	Clause 23.5 - Evaluation shall be based on the total evaluated cost	Kindly publish the MSSDS-estimated role-wise man-month matrix for the Implementation and	The Bidder shall propose the deployment schedule, resource mix, and corresponding man-months for

	derived from the estimated man-month requirements specified by MSSDS. read with Clause 18.1- The bidder shall propose the following information for each Key Personnel: a) Number of Resources b) Proposed Man-Months c) Unit Cost per Man-Month d) Total Cost Clause 18.2 - The bidder shall propose the deployment schedule for each Key Personnel in accordance with the implementation and managed support requirements of the project. The bidder shall submit the following staffing schedule: and Annexure M - FINANCIAL PROPOSAL FORMAT	Managed Support phases that will be used to derive the evaluated cost, so all financial bids are compared on an identical quantity baseline. Alternatively, kindly confirm that evaluation will use bidder-proposed quantities and explain how comparability and adequacy of differently staffed bids will be ensured. Kindly also define the Support Staff role appearing in Section 18 and Annexure M, including functions, minimum qualifications, number expected and phase of deployment.	each Key Personnel in accordance with Clause 18.2 of the RFP, taking into consideration the implementation and managed support requirements of the project. This proposal shall also include any Support Staff that the Bidder considers necessary for the successful execution of the project. The term Support Staff refers to any non-key personnel proposed by the Bidder to support the implementation and managed support activities. The Bidder shall determine the functions, qualifications, number, deployment schedule, and duration of engagement of such personnel based on its proposed implementation approach and methodology. Financial evaluation will be based on the total bid price quoted by the Bidder. Accordingly, bidders are expected to propose an adequate resource plan that enables them to meet all project requirements and service levels specified in the RFP. The adequacy and appropriateness of the proposed deployment of resources, including Key Personnel and Support Staff, will be assessed as part of the technical evaluation, while the financial evaluation will be based on the total quoted cost. This approach allows bidders the flexibility to optimize their delivery model while ensuring fair comparison based on the overall cost of delivering the required scope of work. Further, The following changes are made to the relevant clause:
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			Clause 23.5 - Evaluation shall be based on the total evaluated cost derived from the estimated man-month requirements specified by MSSDS.
3B	Clause 14.2 - The bidder shall propose the deliverables corresponding to each Key Personnel. Clause 17.12-17.13 - The Bidder shall ensure that the project team..... at the approved man-month rates quoted by the bidder. Clause 18.5-18.7 - The bidder shall ensure..... same approved unit rate quoted by the bidder.	Kindly confirm that bidders may propose additional roles necessary for delivery, including Business Analyst/Domain Consultant, Data Engineer/DBA, additional Full Stack or AI Engineers, MLOps/AI Evaluation specialist, Training and Change Management specialist, language specialists and dedicated helpdesk personnel. Kindly confirm how such roles will be evaluated and priced, and whether they will be included in the common financial comparison baseline.	In addition to the above. The Key Personnel specified in the RFQ represent the minimum resource requirements identified by MSSDS for execution of the assignment. Bidders are free to propose additional supporting personnel or specialist roles Such additional personnel shall be clearly identified in the Technical Proposal, together with their roles, responsibilities, qualifications and deployment plan. The Evaluation Committee may consider the proposed additional resources while assessing the bidder's technical approach, resource deployment strategy and overall capability under the relevant technical evaluation criteria. For the purpose of financial evaluation and comparison of bids, the total evaluated cost derived from the estimated man-month requirements shall be considered for determining the evaluated bid price.
4	Clause 5.11- To execute any other related additional task required Clause 13.1(d) -	Kindly confirm that the nine-month implementation obligation will be governed by a mutually approved scope baseline established through the BRD/FRS and	Yes. The implementation period of nine (9) months shall be governed by a mutually agreed scope baseline established through the approved Business Requirements Document (BRD), Functional

MSSDS shall assign priorities, deliverables and timelines from time to time Clause 13.11 - Implementation Schedule Clause 13.12 - The selected bidder shall deploy adequate resources and manage the assignment in such a manner that all implementation-related deliverables are completed within the prescribed implementation period of nine (9) months from the Effective Date of the Contract. Any delay..... accepted by MSSDS. Clause 17.13 - MSSDS reserves the right to interview key personnel proposed by bidders. Clause 18.7 - MSSDS reserves the right to requisition additional man-months of any approved Key Personnel during the contract period at the same approved unit rate quoted by the bidder Clause 34.10 – MSSDS reserves the right to modify project scope, timelines or deliverables in	architecture documents, and that requirements introduced after baseline approval or outside the approved functional scope will be processed through formal change control, additional approved man-months and corresponding timeline adjustment. Kindly also confirm whether a phased or modular Go-Live of the Section 7 functional scope within the nine-month period is acceptable.	Requirements Specification (FRS), and solution architecture documents. Any requirement introduced after approval of the baseline or outside the agreed functional scope shall be governed by the Change Request Management process defined in the Contract. Any approved change having an impact on scope, effort, timelines, or cost shall be addressed through the prescribed change control mechanism, including corresponding adjustments to man-months and implementation timelines, wherever applicable. With regard to Go-Live, a phased or modular Go-Live is acceptable, provided that the implementation roadmap is clearly proposed by the Bidder, approved by MSSDS, and all functional modules specified under Section 7 are fully implemented and operational within the stipulated implementation period of nine (9) months.
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	accordance with project requirements and administrative approvals.		
5A	Clause 12.1- The proposed solution shall support integration with existing and future MSSDS applications, government platforms and third-party systems. Clause 12.8 - The selected bidder shall develop and maintain all required APIs and connectors during the contract period Clause 13.8(c) - Phase VI – Deployment	Kindly provide an inventory of existing MSSDS systems, databases, portals and external platforms in scope for integration or migration, along with system owners, technology stacks, API documentation, access constraints, data formats, indicative record volumes and data-quality status. Alternatively, kindly confirm that integration and migration scope will be jointly finalised during Phase I on the basis of the approved BRD and that any subsequently identified integrations will follow change control.	MSSDS shall provide the Bidder, during the Discovery and Requirement Analysis phase, with all available information relating to existing systems, databases, portals, and external platforms that are identified for integration or migration. This shall include, to the extent available, details such as system ownership, technology stack, APIs or interface specifications, access constraints, data formats, indicative data volumes, and other relevant technical documentation. The detailed scope of integration and data migration shall be jointly established and finalized through the approved Business Requirements Document (BRD), Functional Requirements Specification (FRS), and solution architecture documents. Any additional integration or migration requirements identified after approval of the baseline scope shall be subject to the Change Request Management process and shall require prior approval from MSSDS.
5B	Clause 13.8 (c) – Data migration	Data migration and data availability	Refer to response at 5A above
5C	Refer to 5A above	Expected users, transaction volumes and scalability	Refer to response at 5A above
5D	Refer to 5A above	Existing documentation, APIs, databases and technical specifications	Refer to response at 5A above

6	Clause 16.3 Incident Response and Resolution Matrix read with Clause 15.4 - The deployed personnel shall attend office during working days and working hours prescribed by MSSDS and Clause 15.8 - Helpdesk Services	Kindly confirm whether incident response and resolution SLAs and helpdesk services are measured on a 24x7 basis or only during MSSDS working hours. If 24x7, kindly confirm that after-hours and holiday coverage may be provided remotely by the bidder's support team, with on-site support during MSSDS working hours, and specify the required on-call roster and escalation expectations.	Incident response and resolution SLAs shall be measured during the official working hours of MSSDS (currently 9:30 AM to 5:30 PM on working days), except for Critical (Severity 1) incidents affecting the availability, security, or functioning of production systems, which shall be supported on a 24x7 basis. The selected bidder may provide after-hours, weekend, and holiday support remotely through its designated support team, provided that the prescribed response and resolution timelines for Critical incidents are met. Where the nature of the incident necessitates physical intervention, the selected bidder shall ensure deployment of appropriate personnel on-site within a reasonable timeframe as directed by MSSDS. During MSSDS working hours, the designated Key Personnel deployed under the contract shall provide on-site support from Shillong. The selected bidder shall maintain an on-call roster and an escalation matrix for Critical incidents and shall furnish the same to MSSDS within fifteen (15) days of contract commencement and keep it updated throughout the contract period.
7A	RFQ Data Sheet - Project Duration	The Data Sheet specifies an 18-month contract comprising 9 months implementation and 9 months support, while Annexure R states 24	The correct contract period is 18 months, comprising 9 months Implementation Phase and 9 months Managed Support Phase.

	Annexure R - DRAFT CONTRACT AGREEMENT TEMPLATE Clause 18.2 – The bidder shall propose the deployment schedule for each Key Personnel in accordance with the implementation and managed support requirements of the project.	months. Kindly confirm the correct overall contract period	Annexure R is provided solely as a draft template of the Contract Agreement for the purpose of this RFQ. The final Contract Agreement shall be finalized and executed with the successful bidder after completion of the procurement process, taking into account the provisions of the RFQ, the accepted proposal, and the Letter of Award.
7B	Refer to 7A above	Implementation timeline and managed support	Refer to response at 7A above
8	Clause 22.1 (F) - Security, Privacy and Compliance Framework - 10 marks Clause 22.2(F) Security Framework (5 Marks)	Clause 22.1 allocates 10 marks to Security, Privacy and Compliance, while Clause 22.2(F) states 5 marks. Kindly confirm: the correct marks for Security, Privacy and Compliance and the resulting total technical score	The technical proposal is evaluated out of 100 marks, with 10 marks for Security, Privacy and Compliance. Clause 22.2 (F) modified as below: Security Framework (10 Marks)
9	Annexure M - FINANCIAL PROPOSAL FORMAT	Annexure M contains a column titled Proposed Man-Months (18-months), whereas Section 18.2 shows two 9-month columns. Kindly confirm that the second man-month column in Annexure M is intended for the nine-month Managed Support Phase rather than an additional 18 months. Where appropriate, kindly consider providing corrected schedules and annexures for consistent interpretation by bidders.	The second man-month column in Annexure M shall correspond to the 9-month Managed Support Phase. Modified Annexure M is attached to these responses
10	Section 20 – PROPOSAL SUBMISSION INSTRUCTIONS	None	It has been observed that the clause numbering under Section 20 has inadvertently been shown as 19.1 to 19.9. The said clause numbering shall be read and construed as 20.1 to 20.9.

11	Section 20 – PROPOSAL SUBMISSION INSTRUCTIONS RFQ Data Sheet Notice Inviting RFQ - The RFQ should be submitted to MSSDS Office or via email to eoι.mssds@gmail.com on or before 14th August 2026, by 3:00 PM. (Submission Mechanics & EMD)	Proposals may be submitted physically or by email; Technical and Financial Proposals must remain separate; For email submission, kindly confirm the required packaging, file naming, permitted file size, password-protection process and timing for disclosure of the Financial Proposal password, and whether physical submission is additionally required.	In the case of email submission, the Technical Proposal and Financial Proposal shall be submitted as two separate scanned PDF documents, duly signed by the Authorized Signatory. The files shall be named as follows: • Technical Proposal for RFQ No. MSSDS_851_AI-SE_2026_36 dated 31st July 2026 • Financial Proposal for RFQ No. MSSDS_851_AI-SE_2026_36 dated 31st July 2026 The Financial Proposal shall be password-protected, while the Technical Proposal need not be password-protected. The password for the Financial Proposal shall be shared by the bidder only on the date and at the time notified by MSSDS for opening of the Financial Proposals of technically qualified bidders. There is no prescribed file size limit; however, bidders shall ensure that the email attachments are complete, legible, and successfully transmitted within the prescribed submission deadline. Where a proposal is submitted by email, submission of physical copies shall not be required.
		An EMD of INR 5,00,000 is prescribed without specifying instrument or remittance details. Kindly specify the acceptable EMD instrument, beneficiary/payee details, bank details, validity, wording where a bank guarantee is permitted, proof to accompany the Technical Proposal and refund process for unsuccessful bidders.	The following Clauses are hereby inserted: 19.4 The bidder shall furnish Bid Security for an amount of INR 5,00,000/- (Indian Rupees Five Lakh) only as per the format given in Annexure S - Bank Guarantee form for Bid Security (Earnest Money Deposit - EMD). Non submission of Bid Security will lead to rejection of the bid. 19.5 The Bid Security shall be valid for a period of 30 (thirty) days beyond the validity period of the bid.

			19.6 EMD is required to protect the Client against the risk of the bidder's conduct, which would warrant its forfeiture. EMD of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of the tender or if it comes to purchaser's notice that the information/documents furnished in the tender are incorrect, false, misleading or forged without prejudice to other rights of the purchaser. 19.7 Further, if successful bidder fails to furnish the required Performance Security and signs the contract / agreement within the period as specified by the client, its EMD will be forfeited.
12	Notice, RFQ cover/Data Sheet, Annexures A, M and O	The document uses multiple references, including MSSDS/851/AI-SE/2026/36, MSSDS/857/AI-SE/2026/36, MSSDS/AI-SE/2026/____ and MSSDS/AIECO/2026/____. Kindly confirm the single correct RFQ number to be quoted on the Bid Submission Form, Technical Proposal, Financial Proposal, Power of Attorney, EMD instrument, declarations and all supporting documents, and, where appropriate, kindly provide corrected annexures.	For all bid-related correspondence and submission, the correct RFQ number shall be MSSDS/851/AI-SE/2026/36 dated 31st July 2026. The Annexures appended to the RFQ are prescribed formats to facilitate submission of information by bidders and are intended to be read in conjunction with the main body of the RFQ. Any variation or inconsistency in references appearing within the Annexures shall not affect the interpretation of the RFQ. In all cases, the provisions, numbering and references contained in the main RFQ document shall prevail and shall be treated as the correct reference.
13	Section 19 - ELIGIBILITY CRITERIA Footnote 1((a) There would not be any minimum turnover and positive net	The RFQ grants turnover, net-worth, prior-experience and EMD relaxations to Startups in	For the purpose of this RFQ, a "Startup in Meghalaya" shall mean an entity that is either incorporated or registered in the State of

	worth requirement for Startups in Meghalaya.	Meghalaya but does not define the term or prescribe proof. Kindly define “Startup in Meghalaya” and specify the documentary evidence that MSSDS would consider acceptable for the stated exemptions. In particular, kindly confirm whether the following may be considered, individually or collectively: (a) support or recognition from LIFCOM (Livelihood Improvement Finance Company of Meghalaya), through which the bidder has received support as a Meghalaya startup; (b) incubation, recognition or support from PRIME Meghalaya; and (c) national startup recognition through a valid DPIIT Startup India Recognition Certificate. Kindly also clarify whether incorporation or registration in Meghalaya is mandatory, or whether demonstrable operations in the State together with Government of Meghalaya institutional support and valid DPIIT recognition would be sufficient for the exemption.	Meghalaya, or is recognized and supported by the Government of Meghalaya's startup ecosystem through designated institutions. To avail the exemptions provided under the RFQ, the bidder shall furnish documentary evidence demonstrating its eligibility. The following documentary evidence shall be considered acceptable: a. Recognition, incubation, funding or support from the Livelihood Improvement Finance Company of Meghalaya (LIFCOM) as a startup operating in Meghalaya; b. Recognition, incubation or support from PRIME Meghalaya under any of its startup promotion or incubation programmes; c. A valid DPIIT Startup India Recognition Certificate, provided that the startup is incorporated or registered in the State of Meghalaya. Accordingly, bidders supported or recognized by LIFCOM or PRIME Meghalaya shall be eligible to avail the applicable exemptions under the RFQ. In the case of a DPIIT-recognized startup, the exemption shall be available only where the startup is incorporated or registered in Meghalaya. A DPIIT Recognition Certificate, by itself, without incorporation or registration in Meghalaya, shall not qualify the bidder for the exemptions provided under this RFQ.
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15	Section 19 - ELIGIBILITY CRITERIA Footnote 1((a) There would not be any minimum turnover and positive net worth requirement for Startups in Meghalaya. (b) Exemption to Startups from submission of EMD (Earnest Money Deposit)	Kindly confirm expressly whether the startup relaxation applies to each of the following: minimum two years of operations; average annual turnover of INR 5 crore; positive net worth for the last three financial years; minimum two AI-based platform implementations; submission of work orders and completion certificates; and EMD. Kindly also specify the substitute declarations or evidence required where a criterion is relaxed.	The relaxations provided to Startups in Meghalaya shall be limited only to the requirements relating to minimum turnover, positive net worth and submission of Earnest Money Deposit (EMD). To avail the above relaxations, the bidder shall submit documentary evidence establishing its status as a Startup in Meghalaya, in accordance with the provisions of the RFQ, together with a self-declaration, duly signed by the Authorized Signatory, claiming the applicable exemptions. All Startups in Meghalaya seeking the above relaxations shall continue to meet all other eligibility conditions and technical qualification requirements prescribed in the RFQ, including the minimum period of operations, prior experience, submission of documentary evidence for relevant experience, and the prescribed technical and quality specifications.
16	Section 19, item 5 - Minimum 2 AI-based Platform Implementations. Section 22.2(A) - Organizational Experience in AI-Powered Platforms Annexure D - Relevant Experience Format Annexure E - Project Citations Format	We respectfully request clarification on the evidence that may be accepted for AI implementation experience where detailed client documentation is subject to confidentiality obligations. For AI solutions developed and successfully deployed for clients, would MSSDS accept official e-mail confirmations from authorised client representatives, sent from the client organisation's e-mail domain, confirming the nature of the solution and its successful	Relevant experience shall ordinarily be supported by work orders and completion certificates or client acceptance certificates. However, where such documents cannot be furnished due to confidentiality obligations or the nature of the engagement, MSSDS may accept alternative documentary evidence such as client reference letters, official email confirmations from authorized client representatives, purchase orders, statements of work, go-live or acceptance

		deployment or operational use, together with a demonstration or walkthrough of the relevant product capabilities during the presentation or technical-evaluation stage? For proprietary AI products conceived, developed and launched by the bidder for market use, would product descriptions, screenshots or product images, application access where appropriate, and a live product walkthrough during the presentation or interview stage be considered acceptable evidence of demonstrated AI implementation capability? A bidder may therefore demonstrate a mixed portfolio comprising client-specific AI solutions as well as proprietary AI products developed for market launch and ongoing operation. Kindly clarify how these two categories would be considered for eligibility and technical scoring, and how the startup relaxation relating to prior experience would be reflected in the scoring process so that an eligible startup is assessed fairly on demonstrated technical capability and product maturity.	communications, subscription or licensing agreements, or other documentary evidence demonstrating successful implementation or operational deployment. MSSDS reserves the right to seek further clarifications, conduct reference checks, and evaluate live demonstrations or product walkthroughs to validate the claimed experience
17	Clause 14.3 - The minimum expected outputs of each Key Personnel. Clause 17.2 – Staffing Requirements of Key Personnel Clause 18.2 - The bidder shall propose the deployment	Kindly confirm the minimum number of Full Stack Developers required; whether the AI Architect is a separate role or is included within the Lead Solution Architect / Lead AI Engineer role; and whether the QA / Test Engineer and Cyber Security Specialist are mandatory priced Key Personnel. As these roles appear	The minimum expected outputs under Section 14.3 identify two Full Stack Developers, AI Architect, QA / Test Engineer and Cyber Security Specialist. These roles form part of the required multidisciplinary capability.

	schedule..... submit the following staffing schedule. Annexure F - Team Composition Format Annexure M - Financial Proposal Format	differently across Sections 14, 17 and 18 and Annexures F and M, we would be grateful if MSSDS could provide aligned staffing and financial schedules, or confirm that bidders may add the necessary rows to Annexure M without the proposal being treated as non-responsive.	There is no conflict in Clause 14.3 and 17.2. However, Clause 18.2 table is modified to include Cyber Security Specialist and is appended with this document. The Annexures appended to the RFQ are prescribed formats to facilitate submission of information by bidders and are intended to be read in conjunction with the main body of the RFQ. Any variation or inconsistency in references appearing within the Annexures shall not affect the interpretation of the RFQ. In all cases, the provisions, numbering and references contained in the main RFQ document shall prevail and shall be treated as the correct reference.
18	Sections 7 - Detailed Functional Requirements Sections 8 - AI Requirements Sections 9 - Technical Architecture Requirements Sections 10 - Hosting Requirements Sections 16 - Service Level Agreements	The RFQ requires scalable architecture, auto-scaling, performance testing, 99.5% availability, multilingual AI, document intelligence, messaging and analytics but provides no sizing baseline. Kindly provide indicative numbers for registered users, concurrent users, administrators, training partners, employers, transactions, documents/pages ingested, OCR volume, AI queries, WhatsApp/SMS/email volume, data-retention period, peak load, expected annual growth and geographic distribution. Kindly also state the target performance parameters for page	This RFQ is for a time-based professional services engagement and not a turnkey system implementation. Accordingly, detailed system sizing parameters, transaction volumes, integration volumes, user volumes, performance benchmarks and infrastructure requirements have not been predefined and shall be established during the Discovery and Requirement Analysis phase in consultation with MSSDS. Bidders are required to propose a modular, scalable and cloud-ready architecture capable of accommodating the functional and non-functional requirements of the RFQ and supporting future growth. The final sizing, capacity planning and

		response time, API latency, report generation, AI response time and batch processing.	performance parameters shall be finalized during the Discovery phase and approved by MSSDS..
19	Clause 8.2-8.10 - AI Requirements Clause 10.1- The solution shall be hosted within India. Clause 10.2 - All citizen and operational data shall remain within India. Annexure P - Data Security Declaration	Kindly clarify whether use of external commercial AI services is permitted where the service is hosted in an India region but limited metadata, telemetry, abuse-monitoring data or support logs may be processed outside India. Kindly specify requirements regarding zero-retention, no-training commitments, encryption, sub-processors, cross-border transfer, model hosting and approval of third-party AI providers. Kindly confirm whether self-hosted/open-source models are mandatory for any data category. Kindly also confirm that commercially available cloud, LLM, embedding, OCR and related AI services hosted in an approved India data region will satisfy the India-hosting and data-residency requirements under Clauses 10.1-10.2, subject to MSSDS-approved contractual, security, retention and data-processing controls.	All citizen and operational data shall remain within India in accordance with the requirements of the RFQ. Commercial cloud and AI services, including LLM, embedding, OCR and related AI services hosted in an approved India data region, may be used, subject to compliance with the applicable security, privacy, contractual and data residency requirements of the RFQ and prior approval of MSSDS, wherever required. MSSDS data shall not be used for unauthorized model training or for any purpose other than execution of the project. The bidder shall ensure appropriate encryption, data protection and compliance with the approved data processing arrangements of the proposed third-party service providers. Self-hosted or open-source models are not mandatory under the RFQ.
20A	Clauses 10.3-10.15 - Hosting Requirements. Clause 13.7 - Phase V – User Acceptance Testing Clause 13.8 - Phase VI – Deployment	Kindly confirm whether a separate UAT/testing environment is mandatory in addition to Development, Staging and Production. Kindly clarify required isolation between environments, data masking for non-production, DR region/location, active-passive or backup-restore expectations, frequency of DR drills, retention period for daily and weekly	Development, Staging and Production environments are mandatory under the RFQ. Testing and User Acceptance Testing (UAT) shall be supported as part of the implementation lifecycle and may be provided through a dedicated environment or an appropriately configured non-production environment, as proposed by the bidder and approved by MSSDS.

	Annexure J - Technical Compliance Matrix	backups, and whether RPO/RTO apply to both application and data services.	The bidder shall propose appropriate environment segregation, security controls, data protection measures, backup and disaster recovery architecture consistent with industry best practices and the requirements of the RFQ. Detailed requirements relating to environment isolation, data masking, DR architecture, backup retention, DR drills, and applicable RPO/RTO parameters shall be finalized during the architecture and implementation planning phase in consultation with MSSDS.
20B	Section 10- Hosting Requirements	Hosting and infrastructure	Refer to response at SN 19 and 20A above
21	Clause 13.8(c) – Data migration Clause 27.1-27.4 – Data Ownership Annexure P - Data Security Declaration	Kindly clarify responsibility for data profiling, cleansing, deduplication, correction, enrichment, mapping, validation and source-system reconciliation. Kindly define migration acceptance criteria, number of mock migrations, cut-over responsibilities and treatment of defects in source data. Kindly also specify required retention, archival, legal-hold, deletion-certification and backup-erasure procedures at contract completion or termination.	The selected bidder shall be responsible for planning and executing all migration activities, including data profiling, mapping, validation and reconciliation. Data cleansing, correction, deduplication and enrichment shall be undertaken in consultation with MSSDS and the respective source-system owners. Detailed migration methodology, acceptance criteria, cut-over arrangements and data retention, archival and deletion procedures shall be finalized during the implementation phase in consultation with MSSDS and in accordance with the data security and confidentiality requirements of the RFQ.
22	Clauses 13.1(g)-All deliverables produced..... and accepted by MSSDS.	Kindly indicate the expected review and approval timelines for BRD, FRS, architecture, designs, sprint outputs, UAT and other deliverables, together with an appropriate	Review and approval of deliverables shall be undertaken by MSSDS within a reasonable period. Pending issues shall be addressed through the

	Clauses 13.11-Implementation Schedule Clauses 13.12- The selected bidder shall deploy adequate resourcesaccepted by MSSDS Clauses 14-Deliverables Clause 25.2-Payment Terms Clause 25.6-Payments shall be..... and supporting documents	escalation mechanism where feedback or approval is pending beyond the prescribed review period. Kindly also confirm that delays arising from unavailable stakeholders, pending approvals, incomplete data, unavailable APIs, third-party providers, policy changes or additional requirements outside the approved baseline would be appropriately considered in determining bidder-attributable delay and any corresponding schedule or man-month adjustment.	designated Project Manager and MSSDS Nodal Officer. Delays arising due to pending approvals, non-availability of stakeholders, incomplete data, unavailable third-party systems or APIs, policy changes, or additional requirements beyond the agreed scope shall not be considered bidder-attributable delays. Where such delays materially affect the implementation schedule, the timelines and corresponding man-month requirements may be reviewed by MSSDS.
23	Clauses 16.1-System Availability Clause 16.4-SLA Penalties Clause 16.6-Repeated SLA. contract termination.	Kindly define the uptime formula, monitoring source, service boundary and exclusions for planned maintenance, MSSDS-approved downtime, force majeure, cloud or telecom provider outages, third-party API failures, cyberattacks despite compliant controls and MSSDS-caused incidents. Kindly provide the service-credit/penalty matrix, cure process, monthly cap, maximum applicable service-credit or penalty exposure during the relevant measurement period, and the relationship between 99.5% availability and the separate 95% monthly SLA achievement threshold.	The required system availability shall be 99.5% on a monthly basis, together with the incident response and resolution SLAs specified in the RFQ. Detailed SLA measurement methodology, including uptime calculation, monitoring mechanism, service boundaries, approved exclusions and the process for application of service credits or financial penalties, shall be finalized with the selected bidder during implementation and incorporated into the agreed SLA framework. Planned maintenance and other MSSDS-approved exclusions shall not be considered for SLA measurement
24	Clauses 15.8-Helpdesk Services Clause 15.11-Reporting Services	Kindly specify the expected helpdesk operating hours, service channels, languages, indicative ticket volumes, severity-assignment	Managed Support Services shall include helpdesk services, incident and problem management, monitoring, maintenance, minor enhancements,

	Clause 18.6-Only those Key PersonnelManaged Support Phase	authority, ticketing platform and expected L1/L2/L3 support structure. Following successful UAT and Go-Live, kindly confirm that Managed Support may be delivered through a remote technical and specialist team, supported by an agreed on-site presence of between one and three personnel at the MSSDS office in Shillong, depending upon operational requirements, actual service volumes and the approved staffing plan. The on-site personnel would support user assistance, helpdesk coordination, training, stakeholder engagement, reporting, minor feature and workflow enhancements and operational follow-up, with specialist incidents escalated to the remote AI, application, cloud, security and engineering teams. Kindly also define “minor enhancement” through a reasonable effort or man-day threshold, indicate any expected monthly enhancement capacity, and confirm that work exceeding that threshold may be separately approved and paid through additional man-months or a formal change request.	reporting, workflow changes and technical assistance as specified in the RFQ. The bidder shall propose an appropriate helpdesk operating model, service channels, L1/L2/L3 support structure, resource deployment model and escalation mechanism as part of its Technical Proposal. The proposed deployment model, including on-site and/or remote resources, shall be evaluated by MSSDS based on its ability to meet the service level requirements. Helpdesk operating hours, severity classification, ticketing mechanism and reporting procedures shall be finalized during implementation. For the purpose of this RFQ, "minor enhancements" shall mean routine changes that do not involve significant modification to the approved system architecture or introduction of new functional modules. Any enhancement requiring substantial new development or additional resource deployment shall be treated as additional work and undertaken only with the prior approval of MSSDS in accordance with the Contract.
25	Clauses 17.8 -The bidder shall requiring replacement Clause 17.10-The bidder shall deployed personnel	Kindly clarify whether the 15-day period runs from resignation notice, last working day or MSSDS replacement request; the interview and approval timeline for replacement; whether temporary remote coverage is	Replacement personnel shall be provided within 15 calendar days from the last working day. Temporary remote coverage is permitted but not billable

	Clause 17.15-Manpower Management	permitted; and whether reasonable overlap/knowledge-transfer man-days are billable. Please also clarify treatment where a nominated resource is rejected or unavailable before deployment despite the bidder proposing an equivalent replacement.	Overlap/knowledge-transfer man-days are not billable. MSSDS reserves the right to reject any proposed resource who does not meet the qualifications, experience or suitability requirements of the assignment. In such cases, the bidder shall promptly propose an equivalent or better replacement at no additional cost to MSSDS. Where a nominated resource becomes unavailable prior to deployment due to reasons beyond the bidder's reasonable control, the bidder may propose a replacement of equivalent or higher qualifications and experience, subject to the approval of MSSDS. Any delay arising from failure to provide a suitable replacement within a reasonable period may be considered attributable to the bidder.
26	Clauses 17.10-The bidder shall.... the deployed personnel Clause 23.3-All costs Indian Rupees (INR) Clause 23.7-Additional man-months..... designated as Fm. Clause 25.1-Payments shall..... approved Key Personnel. Clause 25.6-Payments shall supporting documents. Annexure M-FINANCIAL PROPOSAL FORMAT	Annexure M does not provide a tax field. Kindly confirm whether quoted man-month rates and the Grand Total are exclusive of GST, with GST payable additionally at the applicable rate. Kindly clarify TDS and other statutory deductions, whether reimbursable expenses are permitted, and whether rates must include travel, accommodation, insurance, leave reserve, recruitment, equipment, software tools and corporate overhead. Kindly consider providing a price schedule that separately	The bidder shall quote professional/man-month rates in INR, exclusive of GST. GST, wherever applicable, shall be payable extra at the prevailing rates and shall be dealt with in accordance with applicable statutory provisions. Applicable TDS and other statutory deductions shall be made by MSSDS as per law. The quoted man-month rates shall be deemed to include all costs associated with deployment of personnel, including salaries, travel,

		identifies professional fees, applicable taxes and approved pass-through costs.	accommodation, boarding, insurance, leave, recruitment, equipment, software tools, communication, statutory contributions, corporate overheads and all other incidental expenses. No separate reimbursement or pass-through costs shall be admissible.
27	Clauses 26.1-The successful bidder.....the contract value. Clause 26.3-The Performance Security sixty days thereafter Annexure Q - Performance Bank Guarantee Format	a) Kindly define the contract value for calculating Performance Security: evaluated Grand Total, initial work-order ceiling, approved deployment value or another amount. b) Kindly confirm acceptable instruments, issuing-bank eligibility, invocation conditions, reduction/release mechanism if deployment is reduced, and whether extension costs caused by MSSDS-delayed completion will be reimbursed.	a) A new Clause is hereby included under Section 26 as indicated below: 26.5 For the purpose of this Section, 'Contract Value' shall mean the total estimated value of the Contract as specified in the Letter of Award/Contract Agreement, calculated on the basis of the estimated man-month deployment accepted by MSSDS. b) The Performance Security shall be furnished in the form of an unconditional Bank Guarantee issued by a Scheduled Commercial Bank in India, in the prescribed format. The Performance Security may be invoked by MSSDS in accordance with the provisions of the Contract in the event of material breach, non-performance or failure to fulfil contractual obligations. It shall remain valid for the period specified in the RFQ and shall be released upon satisfactory completion of the contractual obligations. In the event of any approved change in the scope, deployment or contract period, the Performance Security requirements, if any, shall be determined by MSSDS in accordance with the Contract. Any

			extension of the implementation period attributable to delays caused solely by MSSDS shall be dealt with in accordance with the applicable provisions of the Contract.
28	Clause 25.1- Payments shall be made monthly based on the actual deployment of approved Key Personnel. Clause 25.6- Payments shall be made within thirty days of acceptance of invoices and supporting documents. Clause 17.15- Manpower Management	Kindly prescribe the timesheet and deliverable-certification format, invoice submission date, MSSDS review period and escalation process. Kindly explain proration for partial months, approved leave, holidays, approved remote work and resources deployed after the first day of a month. Kindly also confirm the treatment of undisputed invoice amounts where a specific deliverable or portion remains under review.	The formats for timesheets, deliverable certification, invoicing and supporting documents, together with the review, certification and payment procedures, shall be finalized prior to execution of the Contract Agreement in consultation with the selected bidder. Payments shall be based on the actual approved deployment of resources and certified deliverables. Proration of payments, where applicable, shall be based on the actual approved period of deployment. In the event that any component of an invoice remains under review or dispute, MSSDS may process the undisputed portion of the invoice, subject to satisfactory verification and certification.
29	Clause 27- Data Owner Ship. Clause 29.3(c)-Transfer source Code. Section 35- Intellectual Property Annexure R- Draft Contract Agreement Template.	Kindly confirm that the ownership provisions are understood to apply to MSSDS-specific deliverables and custom components created and paid for under the contract, and are understood not to extend to bidder background IP, pre-existing products, generic frameworks, reusable code, methods, prompt libraries, data models, algorithms, tools, templates, know-how, trademarks or proprietary datasets. Kindly confirm that	MSSDS shall own all project-specific deliverables and intellectual property created specifically under the Contract. This shall not transfer ownership of the bidder's pre-existing/background intellectual property, proprietary frameworks, generic tools, reusable libraries, algorithms, methods, templates, know-how, prompt libraries, trademarks or third-party components. Where such background intellectual property, commercial software, SaaS components or open-source software is embedded

		embedded background IP may be licensed perpetually to MSSDS for operation of the solution while ownership remains with the bidder, and clarify treatment of open-source software, commercial third-party software, SaaS components and source-code obligations for components whose licences do not permit transfer.	and necessary for operation of the solution, the bidder shall ensure that MSSDS receives the necessary licenses or usage rights for continued use of the solution, subject to the applicable licensing terms. Source code or ownership of such components shall not be required where prohibited by the applicable license or ownership rights.
30	Sections 11- Security Requirements Section 27-Data Ownership Section-28- Confidentiality. Annexure P- Data Security Declaration.	Kindly identify MSSDS and bidder roles under applicable data-protection law, including Data Fiduciary/Data Processor responsibilities, lawful basis and consent management, notice and grievance handling, data-subject requests, retention schedules, breach notification workflow, sub-processor approval and audit rights. Kindly confirm whether MSSDS will provide approved privacy notices, consent language, data-classification policy and records-retention policy, and identify any specific security standards or certifications that are mandatory rather than desirable.	MSSDS shall remain the owner and Data Fiduciary/controller of all MSSDS data, and the selected bidder shall process such data solely for authorized project purposes in accordance with applicable laws, Government of India requirements and the instructions of MSSDS. Detailed provisions relating to data protection, consent management (where applicable), retention, breach reporting, sub-processors, audit rights and data processing obligations shall be incorporated into the Contract and implementation arrangements, as applicable. MSSDS shall provide or approve project-specific policies, notices and procedures, wherever required. Selected Bidders shall comply with the security and data protection requirements prescribed in the RFQ and applicable laws.
31	Clauses 7.9(i)- Multilingual Support. Clauses 8.5- The AI framework shall	Kindly confirm whether English, Khasi and Garo constitute the complete mandatory	English, Khasi and Garo shall constitute the mandatory language requirement specified in the

	support multilingual interactions including English, Khasi and Garo. Clause14.1- Deliverables	language set, or whether Hindi and any additional languages are also required. If Hindi or other languages are required, kindly specify the applicable user journeys and expected scope. For Khasi and Garo, kindly indicate whether MSSDS will facilitate access to approved terminology, translated source content, representative test datasets, language experts and human validators. As the quality of AI, speech, OCR and translation outputs for lower-resource languages depends significantly upon the availability and quality of validated linguistic material, we would be grateful if MSSDS could specify the expected acceptance criteria for each language and confirm whether these criteria may be jointly benchmarked during Discovery and UAT. Kindly also confirm whether safeguards such as curated glossaries, retrieval grounding, confidence indicators, human review or escalation for low-confidence outputs, and progressive improvement through supervised feedback during implementation and Managed Support would be acceptable. Kindly clarify the required multilingual scope across text chat, voice, OCR, UI localisation and generated reports, together with measurable and realistic criteria for translation quality, intent recognition, safety and factual accuracy.	RFQ. Hindi is not an additional mandatory language unless specifically directed by MSSDS. The bidder shall propose an appropriate multilingual AI approach for English, Khasi and Garo as part of its Technical Proposal. MSSDS shall facilitate access to available domain knowledge, terminology and relevant reference material, wherever available, and shall extend necessary support for validation during implementation. Detailed language resources, acceptance criteria, testing methodology and benchmarking shall be finalized jointly during the Discovery and UAT phases. The use of appropriate safeguards such as curated glossaries, retrieval grounding, confidence indicators, human review, escalation for low-confidence responses and continuous improvement through supervised feedback shall be acceptable, subject to the approval of MSSDS. The detailed multilingual scope and quality parameters shall be finalized during implementation based on project requirements
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32	Clauses 21.4- MSSDS reserves the right to seek clarifications, conduct presentations, demonstrations, reference checks, site visits, product walkthroughs, and technical discussions during evaluation. Clause 22.2(H)- Presentation and Demonstration (15 Marks) Evaluation shall consider: a) Clarity c) Demonstrated capabilities. Clause 17.3- MSSDS reserves the right to interview key personnel proposed by bidders.	Kindly specify the presentation/demo duration, format, venue or virtual option, notice period, permitted number of attendees, required use cases, whether an existing product demonstration is acceptable, whether live access to MSSDS data is expected, and the evaluation rubric for product maturity and demonstrated capability. Please also confirm which Key Personnel must attend interviews and whether substitution is permitted for unavoidable reasons.	The presentation and/or demonstration shall be conducted in the manner and schedule communicated by MSSDS to the shortlisted bidders. Mode: Physical or virtual which Bidders may opt. The duration, venue, notice period, required use cases and evaluation parameters shall be specified at the time of invitation. Bidders may demonstrate an existing product, platform or relevant solution capabilities that are representative of the proposed approach. No live access to MSSDS data shall be required. The presentation shall be evaluated in accordance with the Technical Evaluation Criteria prescribed in the RFQ. The Bidder shall decide as to who will attend interviews / presentations
33	Clause 29.2- MSSDS may terminate the contract for convenience by providing thirty days written notice. Clause 29.3- Upon termination, the bidder shall: a) Transfer project assets..... e) Support transition activities. Clauses 17.10- The bidder shall be responsible for salaries, statutory	Kindly confirm the treatment, upon termination for convenience, of approved services already performed, approved work in progress, previously authorised non-cancellable third-party commitments and any transition services requested by MSSDS up to the effective termination date. Kindly also specify the applicable transition period and deliverables, and confirm the timeline for release of the Performance Security following	In the event of termination for convenience by MSSDS, the selected bidder shall be entitled to payment for satisfactorily completed and accepted services up to the effective date of termination, in accordance with the terms of the Contract. The parties shall cooperate to ensure an orderly transition of services, including handover of deliverables, documentation and project assets, as may be required by MSSDS.

	compliances, insurance, leave management, taxes, employee benefits, travel, accommodation and all employer obligations relating to the deployed personnel. Clause 25- Payment Terms.	completion of the required transition obligations.	The detailed transition arrangements, treatment of approved work in progress, any authorized third-party commitments, and the timeline for release of the Performance Security shall be governed by the provisions of the Contract Agreement.
34	Annexure R – Draft Contract Agreement Contract. Clauses 28.4- MSSDS may seek legal remedies for breach of confidentiality. Clause 29.1-MSSDS may terminate the contract by written notice in case of: a) Material breach..... e) Repeated SLA failures. Clause 34.6- The bidder shall comply with all applicable laws and regulations.	Kindly specify the required professional indemnity, cyber, employee and other insurance policies and minimum limits. As the draft contract provides for indemnity but does not specify the overall limitation-of-liability framework, kindly clarify the intended aggregate liability framework applicable to the engagement, including any applicable cap and customary exclusions, so that bidders may appropriately assess and price the associated contractual risk. Kindly also clarify the intended treatment of indirect or consequential loss, subject to applicable law.	Annexure R is a draft template of the proposed Contract Agreement and is intended to provide the broad contractual framework. The bidder shall comply with the indemnity, confidentiality, security and other contractual obligations specified in the RFQ. The present RFQ does not prescribe a separate aggregate liability cap or specific minimum insurance requirements. The bidder shall determine and maintain such insurance coverage as it considers appropriate for the performance of the Contract and shall remain responsible for compliance with all applicable statutory and contractual obligations.
35	Section 6 – Scope of work Section 7 - Detailed Functional Requirements Section 8 - AI Requirements Section 14 – Deliverables	Detailed scope and expected deliverables	The detailed scope of work is set out in Sections 6, 7, 8 and 14 of the RFQ. The selected bidder shall be responsible for the complete project lifecycle, including requirement gathering, solution design, development, AI implementation, integration, testing, deployment, training, documentation, Go-Live and managed support services. The detailed functional, technical and project-specific deliverables shall be finalized during the Discovery and Requirement Analysis phase through the

			approved Business Requirements Document (BRD), Functional Requirements Specification (FRS), solution architecture and project implementation plan, in consultation with MSSDS.
36	Section 6 - Scope Of Work Section 7 - Detailed Functional Requirements Section 8 - AI Requirements Section 14 – Deliverables Section 17 - Staffing Requirements Section 22 - Technical Scoring Matrix	AI Assistant, RAG, LLM, recommendations and knowledge search	The AI capabilities envisaged under the RFQ include AI Advisory, AI Knowledge Assistant, AI Search, AI Analytics, Recommendation Systems and Conversational AI, as detailed in the relevant sections of the RFQ. The proposed solution shall support appropriate Retrieval-Augmented Generation (RAG) or equivalent knowledge retrieval mechanisms, Large Language Models (LLMs) or equivalent AI technologies, multilingual capabilities, explainability, knowledge management and response auditability. Bidders are free to propose the most appropriate AI architecture, technology stack and orchestration framework that meets the functional, security and performance requirements of the RFQ.
37	Clause 12.3 - API Framework	Existing systems / platforms / APIs for integration	The proposed solution shall support integration with existing and future MSSDS applications, Government platforms and third-party systems through secure APIs or other appropriate integration mechanisms. Available information relating to existing systems, APIs and integration interfaces shall be shared with the selected bidder during the Discovery and Requirement Analysis phase, subject to availability, applicable access controls and third-party permissions. The detailed integration requirements, interfaces and implementation

			approach shall be finalized through the approved BRD, FRS and solution architecture.
38	Clause 17.14 (i) – Staffing Requirement for Cyber Security Specialist Clause 14.3 – SN 9 - Cyber Security Specialist Annexure K Items 12-14	Security, VAPT and CERT-In compliance	The selected bidder shall comply with the applicable cybersecurity requirements prescribed by the Government of India, relevant CERT-In advisories, MeitY guidelines and the security requirements specified in the RFQ. Vulnerability Assessment and Penetration Testing (VAPT) shall be conducted prior to Go-Live and thereafter as specified in the RFQ or as required by MSSDS. The bidder shall implement appropriate access controls, logging, monitoring, encryption, data protection and incident response mechanisms in accordance with the approved security architecture and applicable standards.
39	Section 18 - STAFFING REQUIREMENTS Section 23 - FINANCIAL EVALUATION METHODOLOGY Section 25 - PAYMENT TERMS Annexure M - Financial Proposal Format	Alternative Fixed-Fee Commercial Model. While we understand and will comply with the prescribed man-month-based Financial Proposal, kindly clarify whether MSSDS would also permit bidders to submit, in addition to the prescribed Financial Proposal, an optional alternative commercial proposal based on a fixed professional-services fee for the agreed implementation scope and deliverables. A fixed-fee option may provide MSSDS with greater budget certainty by establishing an approved professional-services cost for the implementation, irrespective of the actual number of resources or man-months the bidder may ultimately need to deploy to complete the agreed scope. It would also provide the technology partner with greater flexibility to mobilise additional specialist	The commercial model prescribed under the RFQ is a time-based professional services engagement based on man-month rates, and all bidders are required to submit their Financial Proposals strictly in the prescribed format to ensure uniformity and comparability of bids. Accordingly, an alternative fixed-fee commercial proposal shall not be considered for evaluation. Bidders may, however, propose an appropriate resource deployment strategy, including deployment of additional or specialist resources, within their proposed technical approach, provided that the Financial Proposal and payments under the Contract remain governed by the approved man-month rates and deployment provisions of the RFQ. Any additional man-months specifically requisitioned or approved by MSSDS shall be

		resources, parallelise workstreams or strengthen the project team where required, without increasing the approved professional-services cost to MSSDS. Such flexibility may enable faster development and implementation while ensuring that any additional effort or reworking attributable to the bidder does not result in additional professional-services cost to MSSDS. Kindly confirm whether MSSDS would be open to receiving such a fixed-fee proposal as an optional alternative alongside, and without replacing, the mandatory man-month Financial Proposal prescribed under the RFQ.	governed by the applicable provisions of the Contract.
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Note: No bidder/firm name has been included in this compiled response document.

Issued by:



Executive Director
Meghalaya State Skill Development Society
Department of Labour, Employment & Skill Development
Government of Meghalaya

MODIFIED ANNEXURE M
FINANCIAL PROPOSAL FORMAT
(On Bidder Letterhead)

RFQ No.: MSSDS/AI-SE/2026/_____

Personnel	No. of Resources Proposed	Proposed Man-Months – Implementation Phase (9 months)	Proposed Man-Months – Implementation Phase (9 months)	Cost per Man-Month	Total Proposed Cost
Chief Product & Technology Leader					
Delivery and Sprint Coordination Lead / Implementation Coordinator					
Lead Solutions Architect / Lead Ai Engineer					
AI Engineer					
QA / Test Engineer					
Full Stack Developer					
UI / UX Designer					
DevOps / Cloud Engineer					
Cyber Security Specialist					
Support Staff					
GRAND TOTAL					

Amount in Words:

Declaration:

We certify that the above financial proposal is valid for 180 days and includes all costs associated with project execution.

Authorized Signatory

ANNEXURE S

BANK GUARANTEE FORM FOR BID SECURITY (EMD)

Whereas _____ (hereinafter called the “Bidder”) has submitted its quotation dated _____ for the procurement of _____ (hereinafter called the “Bid”) against the purchaser’s RFQ Reference No. _____

Know all persons by these presents that we _____ of _____ (Hereinafter called the “Bank”) having our registered office at _____ are bound unto The Executive Director, Meghalaya State Skill Development Society (MSSDS), Grove Site Building, 3rd Floor, Keating Road, Shillong-793001 (hereinafter called the “ Client”) in the sum of _____ for which payment will and truly to be made to the said Client, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20____.

The conditions of this obligation are:

1. If the Bidder withdraws or amends, breaches the terms and conditions of the tender document, impairs or derogates from the Bid in any respect within the period of validity of this Bid.
 2. If the Bidder has been notified of the acceptance of his Bid by the Client during the period of its validity:-
 - a. Fails or refuses to furnish the performance security for the due Performance of the contract.
- or
- b. Fails or refuses to accept/execute the Contract.

We undertake to pay the Client up to the above amount upon receipt of its first written demand, without the Client having to substantiate its demand, provided that in its demand the Client will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of thirty (30) days after the period of Bid validity of 180 days i.e., for _____ days from the date of Bid Opening and any demand in respect thereof should reach the Bank no later than the above date.

(Signature of the authorised officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch