

Response for the Pre-bid and Tender queries for the Tender For Development Of Web Application For Export And Laboratory Analysis Management And Spices Board Mobile App (GEM/2026/B/7312568)						
S. No.	Clause No.	Page	Clause Description	Query / Clarification Requested	Responses	
1	1	1	Introduction	Kindly confirm whether the existing systems currently used by Spices Board are separate applications or part of an existing integrated platform.	Separate applications	
2	2	1	Scope of Work	Please confirm whether existing databases and historical data from current systems must be migrated into the new system. If yes, kindly provide approximate data volume and format.	Requirement is as per the tender	
3	2	1	Scope of Work	Please clarify whether the modules listed are expected to be developed completely afresh or whether existing applications are to be enhanced or integrated.	Fresh application is to be developed.	
4	2	1	Open Source Technology Requirement	Kindly clarify whether there are preferred open-source technology stacks (e.g., Java/Spring, NodeJS, Python, PostgreSQL etc.).	any open-source technology can be used.	
5	2	1	Mobile Application Requirement	Please confirm whether cross-platform mobile development frameworks (Flutter/React Native) are acceptable.	The Board does not restrict the use of cross-platform mobile development frameworks such as Flutter and React Native. However, the agency shall ensure that the application remains lightweight and does not require large storage space for installation on client mobile devices. Furthermore, the application must be compliant with security requirements and should be able to obtain a Safe-to-Host certificate from a CERT-In empanelled agency.	
6	2	1	Mobile App Requirement	Since the mobile application should support the two latest OS versions, please clarify whether the vendor must ensure compatibility with future OS updates during the warranty period.	Yes	
7	2.1	2	Integration with External Systems	Kindly provide a list of external systems expected to be integrated (e.g., NSWS, DGFT, CBIC) and whether standard APIs are available.	API integration with the external applications like NSWS, DGFT, CBIC, Board's applications and other third party applications are tentative only. API architecture for each application may differ.	
8	2.2	2	Mobile App Multimedia Capture	Please clarify whether media files (photo/video/audio) captured through the mobile application must be stored in the application database or external storage.	Yes, in compressed format	
9	2.3	2	Offline Capability	Please clarify the extent of offline functionality required (data capture only or full workflow).	Offline functionality in mobile app is required for the sampling activity by the surveyor agency and to carry out inspection by any user. The system shall capture full data , geo coordinate details along with the details of timeline taken for the entire activity.	
10	2.3	2	Offline Sync	Kindly clarify the synchronization mechanism expected when connectivity is restored.	Upon restoration of network connectivity, the data stored locally on the mobile device shall be automatically synchronized with the server in the background.	
11	2.3(a)	2	Inspection Workflow	Please clarify the expected number of user roles and hierarchical levels required in the inspection workflow.	Please analyse the Annexure III document for details.	
12	2.3(b)	2	Digital Signing of Reports	Please confirm whether Digital Signature Certificates (DSC) will be provided by the Board or must be arranged by the vendor.	The application shall support Digital signing through Document Signer DSC, and an individual DSC device. The provisioning, management, and periodic renewal of the Document Signer DSC shall be the responsibility of the vendor. However, the USB token/device required for individual DSC usage shall be provided by the Board.	
13	2.4	2	Audit Trail	Kindly clarify whether audit logs must be retained for the entire contract duration or as per a defined retention policy.	Audit trail shall be retained at-least for a period of 5 years	
14	3.2	3	Experience in Developing Web Application	Please clarify whether projects completed for international clients can also be considered for eligibility if similar in scope.	As per the tender	

15	3.3	3	Laboratory Software Experience	Kindly confirm whether LIMS (Laboratory Information Management Systems) experience will qualify under this clause.	Yes, subject to other conditions mentioned under eligibility criteria
16	4	4	Source Code Transfer	Kindly clarify whether the source code transfer is required only at Go-Live or also periodically during the contract period.	Source code and database shall be provided during Go-Live and whenever requested by the Board.
17	4	4	Mobile App Publishing	Please confirm whether the developer accounts for Play Store / App Store / Digital India AppStore will be provided by the Board.	NO.
18	Note 2	4	Paid Services Licensing	Kindly clarify whether SMS gateway, email services and cloud hosting accounts will be procured by the Board or by the vendor.	The vendor shall be responsible for procuring or arranging all required services for the project, including SMS gateway, email services, cloud hosting accounts, and any other necessary components. The financial bid must also account for the costs of these services.
19	6	4	Implementation Timeline	Since multiple modules are involved, kindly confirm whether phased delivery or module-wise Go-Live is acceptable within the eight-month timeline.	A module-wise Go-Live approach may not be feasible, as most of the required features are interconnected across multiple modules.
20	6	4	Payment Schedule	The payment schedule mentions 40% at Go-Live. Kindly clarify the payment milestones for the remaining 60% during the 4-year warranty period.	Refer 6.2 of Annexure 1. Remaining 60% of the total amount covering Development, hosting and the 4-year Warranty shall be paid in four equal annual installments, at the end of each warranty year.
21	6	4	Payment Schedule	The payment schedule should be milestone based rather than 40% at Go-Live. Similarly for AMC the payment should be made at the start of the year rather than at the end of year. Request to consider this.	As per tenderr
22	6	5	Security Audit	Please confirm whether the cost of CERT-In empanelled security audit must be included in the vendor's financial bid.	Yes. The financial bid should include the cost of auditing by CERT-In empanelled agency and obtaining a safe-to-host certificate.
23	6	5	Hosting Requirement	Please clarify whether cloud infrastructure (VMs, storage, network) will be provisioned by Spices Board or by the vendor.	The vendor shall be responsible for procuring or arranging all required services for the project, including SMS gateway, email services, cloud hosting accounts, and any other necessary components. The financial bid must also account for the costs of these services.
24	6	5	Mobile App Updates	Kindly confirm whether major functional enhancements during warranty will be treated as change requests.	Any major functional enhancements required during the warranty period after Go-Live shall be treated as change requests.
25	7	6	Financial Bid Structure	Please clarify whether Lot 1 and Lot 2 must be quoted together or if bidders can quote for only one lot.	Financials for Lot 1 and Lot 2 shall be calculated separately, and the financial bid for each Lot must be submitted independently in GeM, clearly indicating the actual price for the respective deliverables (as per Clauses 6 and 7 of Annexure 1).
26	8.7	7	Hosting Location	Please confirm whether the application must be deployed only on MeitY empanelled cloud providers such as NIC Cloud / MeghRaj / STPI Cloud.	The application must be deployed on MeitY empanelled cloud, which may belong to either a government or a private agency, as per the latest approved MeitY empanelment list.
27	8.1	7	Backup Policy	Kindly clarify whether the geographically different backup location must be in a separate cloud region or a separate provider.	The backup of the application and database must be maintained on a geographically separate location from the primary cloud server where the application is hosted, ensuring redundancy and disaster recovery. However the backup can be on the same or different MeitY-empanelled service provider.
28	8.18	8	Contract Extension	Please clarify the pricing mechanism if the contract is extended beyond the initial period.	The service may be extendable for further period of 5 years or more under mutually agreed terms and conditions. The AMC cost (Lot 2) shall serve as the base reference for determining AMC charges beyond the initial 5-year service period.

29		Clause 7 – Hosting Requirement	Who will provide the cloud infrastructure for hosting the application? If the bidder is expected to provide the cloud, kindly specify the required cloud infrastructure specifications such as vCPU, RAM, storage, backup storage, bandwidth, and number of servers required for application server, database server, and load balancer.	<p>The vendor shall be responsible for procuring or arranging all required services for the project, including SMS gateway, email services, cloud hosting accounts, and any other necessary components. The financial bid must also account for the costs of these services.</p> <p>The cloud infrastructure should meet the project's performance, scalability, and security requirements. The vendor is expected to provide adequate vCPU, RAM, storage, backup, and bandwidth for the application server, database server, and load balancer. The exact specifications can be finalized during the design phase based on expected load and other parameters.</p> <p>The vendor shall also provide view and download access to the Board in the cloud file system, source code and database.</p>
30		General	Kindly specify the total number of users and peak concurrent users expected for both the web portal and the mobile application to appropriately size the infrastructure and system architecture.	The application is expected to serve approximately 15,000 users initially, with gradual growth over time. Peak concurrent active users are estimated at 400 for the web application and 50 for the mobile application.
31		Clause 7 – Cloud Hosting	Does the Board require Disaster Recovery (DR) infrastructure in addition to the primary environment?	Disaster Recovery (DR) infrastructure shall be provisioned by the vendor.
32		Clause – Data Migration	Kindly specify the approximate volume of legacy data to be migrated (in GB or TB) from existing systems such as ESS, QUADMAS, and other modules to the new integrated system.	answer as in sl2
33		Clause – Data Migration	Please confirm whether digitization of physical records / paper documents is part of the scope of work or if the requirement is limited only to migration of digital data available in existing systems.	digitization of physical records / paper documents is not part of the scope of work.
34		Clause – Integration with External Systems	The scope mentions integration with external systems such as DGFT, CBIC, NSWS and other Board applications. Kindly confirm whether the required APIs/web services will be provided by the respective departments or if the bidder is expected to develop custom integrations.	answer as in sl 7
35		Clause – Notifications	The system requires SMS and email notifications at multiple stages. Kindly clarify whether the SMS gateway and email infrastructure will be provided by the Board or if the bidder is expected to procure and manage these services during the contract period. If bidder please provide the no. of email and sms to be sent per year	<p>The vendor shall be responsible for procuring or arranging all required services for the project, including SMS gateway, email services, cloud hosting accounts, and any other necessary components. The financial bid must also account for the costs of these services.</p> <p>The stages at which notifications are to be sent are specified in the table at Sl. No. 5 under "Other Objectives" in Section 2 of Annexure I. The vendor shall estimate the expected number of emails and SMS to be sent per year.</p>
36			<p>Current Eligibility Criterion "The vendor should have successfully developed or maintained at least one Information Management Software for Analytical/ Testing Laboratory during the last 5 financial years..."</p> <p>Proposed Modification We recommend that the requirement for prior institutional experience in Laboratory Management Software be substituted with a Subject Expertise Requirement. Specifically: "The bidder must have a Subject Matter Expert (SME) or Consultant with proven experience in Laboratory Information Management Systems (LIMS/QUADMAS) on board within 15 days from the date of the project award.</p>	Eligibility as per the tender

37			<p>We have studied the bids, we have following requests Since we BOLTWARE LLP has already worked for cardamom eAuction software (received appreciation), and we are startup and MSME women led startup. We also worked with ISRO, NTPC, SJVN etc govt projects, we request you to please allow us some relaxation for participation in this bid. We currently dont have single project above 10lakhs nor laboratory software exp</p>	Eligibility as per the tender
38			<p>With reference to Eligibility Criteria Clause 3.2 stating that "each project should be of at least Rupees 10 Lakh" and must have been developed for a Government organization or an Indian listed company (NSE/BSE), we respectfully request your kind consideration to relax the minimum project value requirement and to include projects executed for reputed private organizations as well. We have successfully delivered multiple web applications during the specified financial years; however, some individual projects do not meet the ₹10 Lakh threshold despite demonstrating strong technical capability and successful execution for established private entities. We would be pleased to present our detailed portfolio before the committee for your review. We sincerely request you to consider our representation favorably.</p>	Eligibility as per the tender
39			<p>Dear Sir/Madam, With reference to the RFP, SOW > 3. Eligibility Criteria (Page No. 02, Point - 02), it is mentioned that the bidder should have experience in development or maintenance of Information Management Software for Analytical/Testing Laboratory during the last five financial years. In this regard, we kindly request the department to consider experience in development, implementation, or maintenance of any type of Software Application/System for Central/State Government Departments, PSUs, or Government Organizations in India during the last five financial years, instead of restricting it only to Analytical/Testing Laboratory Information Management Software. This will enable wider participation from experienced IT companies having proven expertise in government software development and implementation while maintaining healthy competition. We request the department to kindly review and consider the above suggestion.</p>	Eligibility as per the tender