

Warehousing Development and Regulatory Authority (WDRA)

Expression of Interest (Eoi) For Design, Development, Testing, Implementation, Warranty Support and Handover of an Integrated Mobile Application for WDRA Ver 2.0 web portal

LIST OF QUERIES

Sr. No.	Relevant Section Of Eoi	EOI Page#	Relevant Content from Eoi	Bidder's Query/Comment	WDRA's Response
1	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER	Page 6	3.1 Financial Capability The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years.	Kindly make the turnover exemption for MSME since its too high i.e. INR 40 Crore	In compliance with the Public Procurement Policy for Micro and Small Enterprises (MSEs) Orders and Government of India's MSME promotion guidelines, WDRA provides the following relaxation for Startups/MSME Bidders (with valid Udyam Registration): (a) Minimum average annual turnover of INR 8 Crore from IT/Software development services during last three financial years. (b) Must have positive net worth in each of the last three financial years (c) Must meet all other eligibility criteria specified in Section 3 (technical experience, personnel, project references, compliance) Documentation Required (MSME): Valid Udyam Registration Certificate, audited financial statements/CA certificate for last three years, and net worth certificate. Evaluation (Section 4.2): MSME bidders scoring - 5 marks for INR 8 Crore; additional 5 marks if turnover exceeds INR 8 Crore.
2	4. Evaluation Criteria and Method of Evaluation – Financial Stability & Soundness	Page 8 / 9	Minimum average annual revenue/sales turnover of INR 40 Crore from IT/Software services during the last three financial years	Whether any relaxation or exemption is applicable for MSME-registered bidders for the minimum turnover requirement of INR 40 Crore? If yes, kindly specify the applicable criteria.	-same as mentioned in Point-1-
3	1.3. Project Objective & Scope: The envisaged Integrated WDRA Mobile Application shall focus on the following key objectives:	Page 2	3. Geo-tagging and photo upload features for field inspections and verifications	Have Geo-tagging been done or needs to be done by the bidder ?	Geo-tagging functionality needs to be developed (Android & iOS) and implemented by the selected bidder as part of the mobile application.
4	1.3. Project Objective & Scope: The envisaged Integrated WDRA Mobile Application shall focus on the following key objectives:	Page 2	3. Geo-tagging and photo upload features for field inspections and verifications	What are the types of Photos to be uploaded and their size ? JPG etc. ?	These details will be shared with the successful bidder during the preparation of the SRS and will have no price implications. The mobile application shall support standard image formats, including JPEG/JPG and PNG. The application should implement appropriate compression techniques to optimize storage while maintaining adequate image quality for inspection and verification purposes. Additional formats may be proposed by the bidder, subject to WDRA's approval.
5	1.3. Project Objective & Scope: The envisaged Integrated WDRA Mobile Application shall focus on the following key objectives:	Page 3	7. Offline functionality for key features in low-connectivity areas	What are the type of offline functionalities needed ?	The mobile application shall support the offline functionalities like data capture with all form fields and validations, Photograph capture with geo-tagging during field inspections, document uploads (stored locally until connectivity is restored), draft saving functionality for all forms and applications, etc. All offline-captured data shall be automatically synchronized with the backend server once network connectivity is restored, with proper conflict resolution mechanisms and data integrity checks. The application shall provide clear indicators to users about online/offline status and pending synchronization items.
6	1.3. Project Objective & Scope: The envisaged Integrated WDRA Mobile Application shall focus on the following key objectives:	Page 3	9. Any requirements related to API Integration with the existing WDRA web Portal, Payment Gateway, SMS Gateway, Aadhaar, and other government systems shall be made available to the bidder.	What are the other API integrations expected ?	In addition to the APIs mentioned in the Eoi, integration may be required with: Email Gateway, USTISIL (PAN validation), WDRA Helpdesk, and other Government systems as specified during requirement finalization.
7	1.3. Project Objective & Scope: The key components of the project include:	Page 3	(b) UI/UX design, prototyping and approval from WDRA	How many prototypes would be required ?	The bidder is required to submit one (1) final, comprehensive, and approved UI/UX prototype covering all major user journeys and functional modules as specified in Section 2 and 5 of the Eoi. The development of this final prototype may involve iterative review cycles based on WDRA's feedback, but the contractual deliverable is a single approved prototype prior to commencement of development activities.
8	1.3. Project Objective & Scope: The key components of the project include:	Page 3	(f) Comprehensive user and admin training & handholding	How many users are to be trained ?	The number of users to be trained will be finalized during the project implementation phase in consultation with WDRA. The bidder must propose a scalable training plan capable of accommodating WDRA Officials, and end-user representatives from stakeholder groups in batches. The bidder shall prepare comprehensive training materials including user manuals, video tutorials, quick reference guides, and FAQs.
9	1.3. Project Objective & Scope: The key components of the project include:	Page 3	(f) Comprehensive user and admin training & handholding	Will training be an ongoing process ?	Training shall be conducted in two distinct phases - (a) Initial Training: Conducted before and during the Go-Live period, covering all user categories, and (b) Post-Implementation Support: Refresher sessions, training for new users, handholding support, and knowledge transfer to WDRA's IT team. If any changes made on the app, then also the training on the changes need to be given.
10	1.3. Project Objective & Scope: The key components of the project include:	Page 3	(f) Comprehensive user and admin training & handholding	Can training be done online ?	The bidder shall propose a detailed training plan including mode of delivery (online/offline/hybrid) for different user categories as part of their technical proposal. All online training sessions shall be recorded and made available for future reference. The final training approach shall be subject to WDRA's approval.

11	2.4 Backend Integration & API Development	Page 4	(c) No direct database access from the App shall be permitted	If database access is not provided then how will the API integration be tested ?	The clause "No direct database access from the App shall be permitted" refers to the security requirement that the mobile application shall not connect directly to the database. All data operations must be performed through secure REST APIs. For API integration testing, the selected bidder shall be provided with API endpoints and authentication credentials for the test/staging environment, and receive backend logs and API response data for debugging purposes.
12	NA	General	Mobile Device Management system	Will Mobile Device Management be required to monitor all the devices ?	Mobile Device Management (MDM) implementation is not included in the scope of this project. The mobile application shall be a consumer-facing application deployed on public app stores (Google Play Store and Apple App Store) and accessible to all stakeholders. Security and compliance will be enforced through application-level controls, including Role-based access control (RBAC), secure authentication and authorization mechanisms, data encryption, session management and automatic logout, device-level security checks, etc.
13	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	These parameters are essential for solution design and infrastructure sizing but are not required for the EoI submission. Bidders should base their preliminary proposals on scalable and high-performance architecture principles capable of supporting a nationwide user base.
14	NA	General	Max Transaction per Day	What is the number of transactions per day	-same as mentioned in Point-13-
15	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	-same as mentioned in Point-13-
16	NA	General	Any Document Upload Permitted	Is there any document upload required	Yes, document upload functionality is a critical requirement of the mobile application. As detailed in Section 2 & 5 of the EoI, multiple modules require document uploads.
17	NA	General	Max Size of File in MB	What is the file Upload size in MB	currently limit in web application has been kept as 4MB (max). The bidder should design the solution to accommodate this limit with flexibility for future adjustments.
18	NA	General	Max Files per User	What is the file upload per user required	There shall be no hard limit on total number of files per user. It varies based on user role and transaction type.
19	NA	General	Database Backup Policy	What is the database back policy	Backup plan/policy, if any, in context of the Mobile App shall be discussed during project execution.
20	NA	General	Database Retention Policy	What is database retention policy	Database retention policy, if any, in context of the Mobile App shall be discussed during project execution.
21	NA	General	DC - DR Policy	What is Data recovery policy	WDRA's Disaster Recovery (DR) policy is aligned with Government of India IT guidelines and NIC standards
22	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	The query is related to DB and seems irrelevant at EoI submission phase. For estimation purposes, bidders may assume standard Government IT infrastructure requirements aligned with NIC and MeitY guidelines for mission-critical applications.
23	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	-same as mentioned in Point-22-
24	NA	General	Data Archival Policy	What is the current data archival policy	-same as mentioned in Point-22-
25	1.3. Project Objective & Scope	Page 3-4	Integrated Mobile Application extending WDRA 2.0 Web Portal	Please confirm whether all existing WDRA 2.0 web portal functionalities are required to be replicated on mobile, or only the modules explicitly listed under Section 5.	All features, modules, and workflows specifically mentioned in Section 2 and 5.
26	2.1 Design & Development (Platform Strategy)	Page 4	a) The App shall be developed for Android platform and iOS Platform	The EoI mentions native/hybrid development. Kindly confirm whether any preferred or restricted technology stack exists from WDRA's side for estimation and approval purposes.	WDRA does not mandate a specific technology stack and allows bidders the flexibility to propose the most suitable, proven, and well-established technical approach for implementation
27	2. SCOPE OF WORK (SoW) – MOBILE APPLICATION DEVELOPMENT; 5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional) - Mobile vs Web Scope	Page 4-5, 8–12	Mobile-enabled workflows	Please provide a module-wise split indicating which functionalities are Mobile-only, Web-only, and Shared.	The mobile application shall primarily provide access to all stakeholder-facing functions listed in Section 2 and 5. Module-wise splitting may not be required at the EoI stage.
28	5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional) - Approval Actions	Page 11	Maker–Checker–Approver workflow	Are WDRA officials expected to perform maker/checker/approver actions on mobile, or is mobile limited to submission and inspection activities only?	These workflows are already defined in the web portal, mobile app only have to provide interface at this stage. WDRA will finalize the exact scope of approval actions on mobile during the requirement finalization phase based on user feedback and operational requirements.
29	1.3. Project Objective & Scope - Language Support	Page 3	5. Bi-lingual support (English + Hindi) as baseline requirement 6. Feasibility study and proposal for adopting Multi-lingual app development using Government approved platforms such as Bhashini or equivalent solutions as per Government norms. Based on the bidder's response, WDRA may consider amendment from Bi-lingual to Multi-lingual implementation during the contracting stage. (Bi-lingual & feasibility of multi-lingual using Bhashini)	Please confirm whether Bhashini integration is mandatory or only a feasibility & recommendation is expected at this stage. Also, to continue this query, if Bhashini API integration is not mandatory, will Google translate work for bilingual support?	The bidder must submit a comprehensive feasibility study and recommendations for multi-lingual implementation using Bhashini or equivalent Government-approved platforms. Google Translate or similar runtime translation services for baseline implementation is not allowed.

30	1.3. Project Objective & Scope - Language Support	Page 3	5. Bi-lingual support (English + Hindi) as baseline requirement 6. Feasibility study and proposal for adopting Multi-lingual app development using Government approved platforms such as Bhashini or equivalent solutions as per Government norms. Based on the bidder's response, WDRA may consider amendment from Bi-lingual to Multi-lingual implementation during the contracting stage. (Bi-lingual & feasibility of multi-lingual using Bhashini)	Is there an expectation of a Content Management System to maintain the multi-lingual support content? If yes, should this be considered while doing the solutioning?	Yes, a basic Content/Language Management capability may be considered in the solution design for maintaining multi-lingual content.(if necessary)
31	1.3. Project Objective & Scope - User Roles; 5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional)	Page 4, 8–12	10. Role-based dashboards for citizens, warehouses, banks, inspection agencies and WDRA officials (Role-based dashboards); Dashboard: The system shall provide role-based dashboard views with status and alerts.	Please confirm the final list of user roles and their role-wise permissions applicable for mobile usage.	The bidder shall design flexible RBAC architecture that allows WDRA to modify permissions and add new roles in future without major code changes. Detailed role-permission matrix shall be finalized during requirement analysis phase.
32	5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional) - Authentication	Page 8-9	Login / OTP / Forgot Password/Get User ID: The system shall provide secure login authentication with username/password and OTP validation. The system shall support forgot password/Get User ID through registered email/mobile verification. System shall support MPIN and fingerprint-based account access. (Login / OTP / MPIN / Fingerprint)	Is biometric authentication (fingerprint/face) mandatory for all users or optional based on device capability?	Biometric authentication is optional but must be implemented as a convenience feature where device capability exists.
33	1.3. Project Objective & Scope	Page 3	4. Secure digital signing and biometric/Aadhaar-based authentication	Please clarify whether Aadhaar-based authentication is mandatory, optional, or future-scope, and whether APIs will be provided by WDRA.	Aadhaar-based authentication is envisaged as a mandatory feature for secure user verification. The necessary APIs and integration support will be provided by WDRA. Bidders are required to incorporate this functionality as part of the proposed solution.
34	5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional) - PAN Validation	Page 9	User Registration as WHM/AR: 3. System shall perform PAN validation through USTISIL API.	Will USTISIL API credentials be provided by WDRA, or is bidder expected to procure access independently?	WDRA will provide the required USTISIL API credentials and necessary integration support for PAN validation. Bidders are not required to independently procure access.
35	2.6 Offline Capability; 1.3. Project Objective & Scope	Page 5, 3, 12	(a) The bidder shall provide offline data capture functionality (b) The App shall automatically synchronize data once network connectivity is restored (c) The bidder shall ensure no data loss during offline usage; 7. Offline functionality for key features in low-connectivity areas; Offline Support : Ability to capture data and documents in offline mode and automatically synchronize when connectivity is restored (Offline data capture & sync)	Please specify which modules must support offline functionality (e.g., inspections, registration, grievances).	All applications which ever is mentioned in the module should support offline functionality
36	2.6 Offline Capability - Offline Duration	Page 5	(b) The App shall automatically synchronize data once network connectivity is restored (Offline synchronization)	What is the maximum offline duration supported before mandatory sync is required?	The application shall support offline data capture for up to minimum of 7 days without mandatory synchronization. However, users will be prompted to sync when connectivity is available. The app shall maintain data integrity and prevent data loss for the entire offline period.
37	2.6 Offline Capability - Offline Conflict Handling	Page 5	(b) The App shall automatically synchronize data once network connectivity is restored (Auto synchronization)	Please clarify the conflict resolution approach if data is modified on web while mobile data is captured offline.	Detailed conflict resolution logic shall be finalized during requirement analysis phase.
38	5. OVERVIEW OF THE REQUIREMENT (Functional & Non-functional) Offline Media Upload	Page 9–12	Add Warehouse Geotagged Photograph: 1. The System shall allow WHM/AR to upload Photograph with geo tag + Relevant portions mentioning document upload requirements(Geo-tagged photos & document upload)	Are photos and documents allowed to be captured offline, and if yes, what are the size/count limits?	Yes, offline capture is permitted (size: 4MB max)
39	Large Forms	Page 5, 11	150–250 field forms	Please clarify expectations around pagination, autosave frequency, timeout handling, and draft recovery for large forms.	Clear progress indicators and "Save as Draft" option shall be provided on all forms. More details will be covered in the RFP stage.
40	Inspection Templates	Page 11–12	Physical & Stock Inspection Reports	Are inspection forms static templates or dynamic schema-driven forms configurable by WDRA admin?	Inspection forms shall be static templates pre-configured in the mobile application for different warehouse types (Conventional/Silos/Cold Storage/Non-Agri) as per WDRA's regulatory requirements.
41	Conditional Logic	Page 12	Rule Engine / Validation	Are conditional fields (show/hide, mandatory rules) required in inspection and application forms?	Already defined in the web portal
42	Photo Mapping	Page 13	Geo-tagged inspection photos	Should inspection photos be mapped to specific checklist questions, or uploaded as general attachments?	Photos linked to specific checklist items/questions (e.g., "Photo of storage area") with clear labeling. All photos shall be geo-tagged and timestamped.
43	Rule Engine Ownership	Page 12	Rule-based validation engine	Will WDRA provide documented business rules, or is bidder expected to derive rules from regulatory documents?	WDRA will provide documented business rules, validation logic, and regulatory requirements. The bidder is expected to implement these rules as provided and should not derive them independently from regulatory documents.
44	Rule Configuration	Page 12	Rule Engine	Are rules expected to be configurable via admin UI or hard-coded in backend logic?	Business rules and validation logic are based on configurable rule engine with admin UI.
45	Rule Change Frequency	Page 12	Regulatory validations	How frequently are business rules expected to change annually?	Business rule may change twice in a year that tentative but cannot be restrictive
46	API Scope	Page 6	Secure APIs	Please confirm whether existing APIs will be exposed for mobile, or bidder is expected to develop new APIs.	Existing API will be exposed. any new requirement of API required for mobile App the same will be developed and exposed.
47	API Volume	Page 6	Backend integration	Please provide an approximate count of APIs expected for mobile integration.	will be finalized during requirement finalization
48	API Readiness	Page 6	API documentation	Will API documentation and sandbox environments be available at project initiation?	Once the required API are finalized the APIs will be developed and shared along with Documentation details
49	Payment Gateway	Page 3, 13	Payment gateway integration	Will WDRA provide an existing payment gateway, or is bidder expected to integrate a new PG?	WDRA will provide integration with an existing approved payment gateway. The bidder is expected to implement the integration as per the technical specifications and APIs provided by WDRA.
50	Helpdesk Integration	Page 3, 13	Helpdesk system	Is helpdesk integration expected via deep link redirection or API-level integration within the app?	API level integration

51	Security Compliance	Page 5	MeitY / CERT-In compliance	Is STQC certification mandatory for this mobile application?	Yes
52	Security Testing	Page 6	Security testing	Will VAPT / CERT-In audits be conducted, and how many audit cycles are expected?	Testing should be conducted atleast once in a year and audit report to be submitted. Apart from the above any major changes undergone on the App then audit should be conducted report should be submit.
53	Audit Logs	Page 5	Audit logging	Please specify audit log retention period and access/reporting requirements.	The Audit Log retention policy will be as per GoI Guidline for mission critical applications
54	Device Security	Page 5	Security standards	Is rooted/jailbroken device detection required?	Yes, detection of rooted (Android) or jailbroken (iOS) devices is required. As per the security guidelines, the application must prevent access or display a security warning if such a device is detected.
55	Cloud Infrastructure	Page 4	WDRA-provided cloud	Please specify cloud provider details and whether DEV/UAT/PROD environments are pre-provisioned.	Provisioned
56	Performance Metrics	Page 13	Performance NFRs	Please define measurable performance SLAs, including page load time and concurrency expectations.	will be detailed in the RFP
57	User Load	Page 13	Peak performance	Please share expected peak concurrent users and daily transaction volumes.	more that 50 concurrent user and 500 daily transaction should be supported. But this is tentative, details will be given in RFP
58	App Store Publishing	Page 4	Play Store & App Store	We assume that the WDRA will provide official developer accounts for the app development. Is the assumption correct here?	No, Necessary details / requirements will be covered in RFP
59	Warranty Scope	Page 4, 6	12-month warranty support	While the warranty duration is defined as 12 months, kindly clarify the scope boundaries of "minor enhancements" versus change requests during the warranty period.	During warranty any minor changes should be carried out by the bidder without any additional cost. Major changes may be done through Change request. The final contract will include detailed clauses to distinguish between minor enhancements and change requests.
60	OS Upgrades	Page 6	Maintenance & support	Will Android/iOS OS upgrades during warranty be treated as support or change requests?	It should be considered as support only.
61	Support SLAs	Page 6	Support timelines	Please clarify expected SLA response and resolution timelines and associated penalties.	The specific SLAs for response/resolution times and associated penalties will be defined at RFP stage.
62	Source Code Handover	Page 4, 6	Source code & KT	Is source code handover expected milestone-wise or only at project completion?	Source code, along with documentation and design artifacts, shall be handed over at two key milestones: (1) at the time of UAT completion, and (2) upon final project completion and acceptance.
63	Reusable Components	Page 14	IP ownership	Can bidder retain rights to generic/reusable frameworks or components used in the solution?	All IP developed specifically for, and delivered to WDRA under this project shall vest exclusively with WDRA. The bidder may retain rights to any pre-existing, proprietary, or third-party licensed frameworks/libraries/components used in the development. The bidder must provide a complete list of such reusable components along with their licensing terms in their proposal.
64	Accessibility	Page 13	Accessibility standards	Is compliance with GIGW 3.0 / WCAG mobile accessibility guidelines mandatory?	Yes, compliance with GIGW 3.0 and WCAG 2.1 (Level AA) mobile accessibility guidelines is mandatory for the application.
65	Out-of-Scope Items	Overall	Not explicitly defined	Please confirm whether analytics dashboards, AI/OCR, predictive validations, or reporting enhancements are out of scope unless explicitly mentioned.	Basic report shall be facilitated in the mobile App. Detailed requirements will be defined in the RFP
66	Non-Functional Requirements	Page 13	Reliability	Please clarify the expected application availability (uptime %) for the mobile application.	should be ensured availability of atleast 99.5% of the time.
67	Non-Functional Requirements	Page 13	Reliability	Is a Disaster Recovery (DR) setup required for the mobile backend, and if yes, what are the RPO/RTO expectations?	This pertains to Database may not be required for mobile App. Will be taken care in Database Architecture. WDRA's Disaster Recovery (DR) policy is aligned with Government of India IT guidelines and NIC standards.
68	Cloud Infrastructure	Page 4	WDRA-provided cloud	Will High Availability (HA) be pre-configured on the cloud infrastructure, or is bidder expected to design HA architecture?	HA Cloud infrastructure shall be provisioned by WDRA
69	Non-Functional Requirements	Page 13	Performance & scalability	Please confirm whether the solution should support horizontal scalability for future growth without major re-architecture.	Yes, horizontal scalability is a mandatory requirement. The mobile application architecture shall be designed to support horizontal scaling to accommodate future growth without requiring major re-architecture
70	Project Scope	Page 4	Nationwide usage	Are there any future user growth projections (3–5 years) that should be considered during architecture design?	User growth projections shall be finalized during the planning phase; however, scalability shall be an inherent feature of the design.
71	Mobile Application Scope	Page 4	Android & iOS app	Please specify minimum supported Android and iOS versions for the mobile application.	will be detailed in the RFP
72	Non-Functional Requirements	Page 13	Responsiveness	Is support required for tablets and large-screen devices, or smartphones only?	The application must be responsive and fully functional smartphones (specifically) and resonsive for tablets (large-screen devices). The UI/UX should adapt appropriately to different screen sizes and orientations.
73	Compliance & Audit	Page 5, 13	Audit & compliance	Please clarify data retention policies for transactional data, documents, photos, and audit logs.	This pertains to Database may be required for mobile App. Will be taken care in Database Architecture
74	Non-Functional Requirements	Page 13	Reliability	Is there a requirement for data archival or purging mechanisms within the mobile solution?	Not applicable
75	Maintenance & Support	Page 6	Support & maintenance	Are application monitoring, alerting, and health dashboards expected as part of scope?	Yes, application performance monitoring, real-time alerting, and a centralized health dashboard for WDRA administrators are in-scope.
76	Maintenance & Support	Page 6	Support timelines	Should logs be integrated with any centralized Government/NIC monitoring tools?	Provisioning is expected
77	Usability NFR	Page 13	Minimal training	Is any formal usability testing or pilot rollout expected before full nationwide Go-Live?	yes required
78	Training & Documentation	Page 4, 6	Training & handholding	Please clarify if language-specific user manuals/videos are required beyond English & Hindi.	User manuals, training videos, and help content shall be provided in English and Hindi as a baseline. If multi-lingual support is implemented during the project, corresponding training materials in additional languages may be required, subject to mutual agreement.

79	Mobile vs Web Scope	Page 4	Mobile-enabled workflows	Are all fee types identical to the WDRA 2.0 web portal or are any mobile-specific charges planned?	Identical to web portal
80	Payment Workflow	Page 13	Payment gateway integration	Which payment gateway(s) are currently approved by WDRA?	Approved gateways may be specified during the contracting phase.
81	Payment Workflow	Page 13	Payment gateway integration	What all payment modes must be supported?	should be redirected to existing payment Gateway already onboarded by WDRA in web portal.
82	Application Workflow	Page 8-12	Functional application behavior	Any WDRA branding or design system to follow?	the UI should be more or less identical to the existing Web portal of WDRA
83	Application Workflow	Page 8-12	Functional application behavior	Should geo-coordinates be auto-captured only or editable?	Should be auto-captured only
84	Inspection Process	Page 5	Inspection reporting workflows	Are inspection templates static or configurable by WDRA?	configurable by WDRA
85	Inspection Process	Page 5	Inspection reporting workflows	Can inspection officers reopen or amend submitted reports?	till in Draft stage shall be allowed to edit once finalized and submitted should not be allowed to edit
86	Application Workflow	Page 8-12	Functional application behavior	Can WDRA officials override rule engine validations?	Any change in rule engine will be communicated to the onboarding team. Corresponding changes need to be done in the App.
87	Application Workflow	Page 8-12	Functional application behavior	Can a user be assigned to multiple warehouses?	Yes there are multiple warehouses owned under single ownership
88	Reports & Dashboards	Page 9	Reporting and data export	Required export formats (PDF/Excel/CSV)?	PDF, Excel & CSV (basic requirement)
89	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER 3.2 Technical Experience Point No. iii	Page 7	The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and document management.	Request: We respectfully request the tendering authority to amend clause - The Bidder shall have successfully completed at least Two (2) mobile application/Software Development/Application Development projects of similar nature with project values not less than INR 1 Crore each in the last five years involving form-based workflows, APIs, and document management. Justification: Software development or application development projects of similar scale inherently involve application development, form-based workflows, API integrations, document management systems, and backend processing, irrespective of whether the front-end is web-based or mobile-based. The technical complexity, integration effort, security considerations, and project management requirements of large IT projects are comparable or higher than those of standalone mobile application projects. Restricting eligibility only to mobile application projects may exclude capable bidders who have successfully delivered high-value IT solutions with identical functional components for Government, PSU, or enterprise clients. Broadening this criterion will increase competition, provide the department with more qualified vendors, and ensure better value and innovation. without compromising on project	No Change
90	4. EVALUATION CRITERIA AND METHOD OF EVALUATION 4.2 Evaluation Parameters S.No. 3	Page 9	Availability of dedicated support/helpdesk team for post-deployment support in Delhi & NCR region.	Request: We respectfully request the tendering authority to allow submission of an undertaking/commitment at the time of bid submission for establishing a dedicated support/helpdesk team in Delhi & NCR region, within 45 days after issuance of LOA/LOI. Justification: Our organization has the required technical manpower, remote support infrastructure, and experience to provide effective post-deployment support from the project start date. Upon award of the contract, we undertake to establish a dedicated support/helpdesk presence in Delhi & NCR within a mutually agreed timeframe. The intent of this clause is to ensure timely and efficient post-deployment support, which can be fully met through a combination of remote support and subsequent local presence. Allowing an undertaking at the bid stage will enhance competition and encourage participation from competent bidders, without impacting service quality or responsiveness.	Establishment of Delhi & NCR support presence shall be a mandatory contractual obligation. However, at EoI Stage, the bidder can submit either (a) Undertaking on company letterhead committing to establish Delhi & NCR presence within 30 days of contract award, OR (b) Proof of existing office/support presence in Delhi & NCR alongwith valid GST Registration certificate.

91	4. EVALUATION CRITERIA AND METHOD OF EVALUATION 4.2 Evaluation Parameters S.No. 4	Page 9	Minimum average annual revenue/sales turnover of INR 40 Crore from IT/Software services during the last three financial years Additional 5 marks if average annual turnover exceeds INR 40 Crore for the last three financial years	Request: We respectfully request the tendering authority to amend the clause- Minimum average annual revenue/sales turnover of INR 30 Crore from IT/Software services during the last three financial years. Additional 5 marks if average annual turnover exceeds INR 30 Crore for the last three financial years Justification: A minimum average annual turnover of INR 30 Crore from IT/Software services is sufficient to demonstrate the financial stability, operational capability, and sustainability required for successful execution of the proposed project. Many technically competent and experienced IT/ITeS organizations, including those with strong government project portfolios, operate within the INR 30–40 Crore turnover range and are fully capable of delivering projects of this nature. Maintaining a higher threshold of INR 40 Crore may unnecessarily restrict competition and exclude capable bidders, whereas a revised threshold of INR 30 Crore will encourage wider participation without increasing any financial or delivery risk. Revising the additional marks slab in line with the reduced threshold will ensure fair and balanced evaluation while still rewarding higher financial capacity.	No Change
92	3.1 - Financial Capability	Page 7	The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years.	We are an IT consulting firm in business for 12+ years, an ISO 9001, and CMMI ? Level 3 company. We are very keen to take part in this EOI but we not having 40 Cr turn over. We would like to bring to your notice the advisory from Government of India, Ministry of Finance (No. F. 18/13/2020-PPD). Advisory_regarding_turnover_criteria_in_consultancy_contracts.pdf Request for a relaxation in this criteria as we are qualifying in all other criteria.	No Change
93	NA	General	Project execution	Project has to be executed Onsite or Offshore or Hybrid	Hybrid
94	2.1 Design & Development	Page 5	The App shall be developed for Android platform and iOS Platform	Mobile App will be developed using Native or hybrid	-same as mentioned in Point-26-
95	2.1 Design & Development	Page 5	The App shall be developed for Android platform and iOS Platform	Any preferred versions / SDKs for the Mobile Application Platform ?	will be detailed in RFP, if necessary
96	2.1 Design & Development	Page 5	The App shall be developed for Android platform and iOS Platform	Any preferred Architecture ?	No
97	NA	General	Users	No. of Users and user Group (Any roles or Profiles Available)	Users are spread across the country. The App should support for seamless functioning without comprising on its performance if the traffic increases.
98	2.8 Deployment & Rollout	Page 6	Deployment & Rollout	The developed Apps should be made available on Google Play Store and IOS App Store.	Yes, the developed applications must be published on Google Play Store (for Android) and Apple App Store (for iOS) by the bidder following all platform-specific guidelines and compliance requirements. WDRA will provide the necessary account details and approvals in this regard, if required.

99	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER 3.1 Financial Capability	7	The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years. The Bidder shall submit audited financial statements or a Chartered Accountant's certificate as proof of turnover.	WDRA has specified under the technical experience criteria that the bidder should have successfully completed at least two (2) mobile application projects of similar nature, each with a minimum project value of INR 1 Crore, involving form-based workflows, APIs, and document management. In view of the above and considering that the project scope and experience requirements are aligned to projects of INR 2 Crore value, we respectfully request WDRA to kindly consider relaxing the minimum average annual turnover requirement from INR 40 Crore to INR 25 Crore. This relaxation would encourage wider participation of technically capable and experienced Indian IT companies, without compromising on project quality, delivery capability, or risk mitigation.	No Change
100	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER 3.4 Security & Compliance	7	i. The Bidder shall comply with Government of India IT policies, MeitY guidelines, and CERT-In advisories	Kindly clarify the specific documents required to be submitted as proof of compliance, such as self-declaration, policy documents, audit reports, or certifications.	The Bidder has to submit audit reports and certifications as per guideline issued by Gol. Further detailing of certificates to be submitted will be given in RFP.
101	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER 3.5 Quality & Process Standards	7	The Bidder should have quality certifications such as ISO 9001, ISO 27001, or equivalent (if available).	We request WDRA to kindly consider making ISO 9001 and ISO 27001 certifications mandatory, as this will ensure uniform quality, security governance, and compliance standards across participating bidders.	The Bidder should have quality certifications such as ISO 9001, ISO 27001, CMMI Level 3 appraised or above, or equivalent.
102	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER 3.6 Support & Maintenance Capability	8	i. The Bidder shall have the capability to provide post-implementation support and maintenance during the contract period	We request WDRA to kindly consider making ISO 9001 and ISO 27001 certifications mandatory, duly certified by an accreditation body accredited by the International Accreditation Forum (IAF). This will ensure uniform quality management practices, information security governance, and adherence to internationally recognized standards among all participating bidders, thereby reducing delivery and security risks for this mission-critical project.	The Bidder should have quality certifications such as ISO 9001, ISO 27001, CMMI Level 3 appraised or above, or equivalent.
103	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER	-	General	We request WDRA to kindly consider introducing a minimum CMMI Level-3 (or equivalent process maturity) certification requirement, issued by CMMI Institute and verifiable on the official CMMI Institute website. This will ensure that participating bidders follow standardized software development and project management processes, effective risk mitigation practices, and consistent delivery quality for this mission-critical national-level application.	The Bidder should have quality certifications such as ISO 9001, ISO 27001, CMMI Level 3 appraised or above, or equivalent.
104	4. EVALUATION CRITERIA AND METHOD OF EVALUATION 4.2 Evaluation Parameters SI No 3 Presence/Support Capability	9	Availability of dedicated support/helpdesk team for post-deployment support in Delhi & NCR region. 10 Marks	Kindly clarify the documents required to be submitted for evaluation under this criterion, such as office address proof, support team structure, deployment plan, or self-certification.	-same as mentioned in Point-90-
105	4. EVALUATION CRITERIA AND METHOD OF EVALUATION 4.2 Evaluation Parameters SI No 4 Financial Stability & Soundness	9	Minimum average annual revenue/sales turnover of INR 40 Crore from IT/Software services during the last three financial years 5 Marks	We request WDRA to kindly consider revising the turnover threshold for awarding 5 marks under Financial Stability & Soundness to bidders having an average annual turnover of INR 25–30 Crore during the last three financial years.	No Change
106	4. EVALUATION CRITERIA AND METHOD OF EVALUATION 4.2 Evaluation Parameters SI No 4 Financial Stability & Soundness	9	Additional 5 marks if average annual turnover exceeds INR 40 Crore for the last three financial years	We request WDRA to kindly consider awarding additional marks for bidders with average annual turnover exceeding INR 25 Crore onwards, to maintain competitiveness while encouraging broader participation.	No Change

107	1. BACKGROUND AND CONTEXT 1.3. Project Objective & Scope The key components of the project include:	4	(i) Submission of complete source code, documentation, design artifacts and knowledge transfer to WDRA	Kindly confirm whether WDRA will allow implementation using a COTS (Commercial Off-The-Shelf) / Low-Code Rapid Application Development Platform (RADP)-based solution, wherein the bidder provides perpetual developer and administrator licenses along with full platform access, enabling WDRA to independently view, configure, modify, enhance, and maintain all developed applications. In a COTS / Low-Code RADP environment, application logic, workflows, configurations, validation rules, dashboards, and integration artifacts are centrally managed within the platform repository rather than as traditional standalone source code files. Accordingly, we request WDRA to kindly confirm that allowing the provision of perpetual developer/admin licenses with full control rights, complete technical documentation, design artifacts, and comprehensive knowledge transfer shall be considered as fulfilling the intent of the clause related to "submission of complete source code, documentation, design artifacts, and knowledge transfer" as specified in the EoI. Adoption of a RADP-based approach offers multiple benefits to WDRA, including faster turnaround for future regulatory or policy-driven changes, rapid development and rollout of new modules, reduced dependency on a single vendor, lower long-term maintenance and enhancement costs, standardized and auditable workflows, quicker onboarding of new stakeholders/agencies, and the flexibility for WDRA to carry out modifications or new development independently even after expiry of the 12-month warranty period, while ensuring full ownership, transparency, and operational control with WDRA.	No Change
108	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER	6	The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years. The Bidder shall submit audited financial statements or a Chartered Accountant's certificate as proof of turnover.	The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore during the last three financial years. The Bidder shall submit audited financial statements or a Chartered Accountant's certificate as proof of turnover.	No Change
109	3.2 Technical Experience	6	iii. The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and document management.	iii. The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and/or document management	Accepted
110	2.2 Functional Implementation	5	The bidder shall conduct a feasibility study on implementing multi-lingual support using Bhashini or similar Government-approved platforms, and submit detailed recommendations including technical approach, implementation timeline, and cost implications as part of their technical proposal.	Kindly clarify whether the feasibility study and detailed recommendations for multi-lingual support (Bhashini or similar platforms) are required to be submitted as part of the current EoI response, or whether the same is expected to be submitted at the subsequent RFP stage, if the bidder is shortlisted.	Yes, to be submitted at the EoI stage
111	3.2 Technical Experience	7	iii. The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and document management.	In most e-Governance implementations, mobile applications are developed as an integral component of a larger web-based system, and the contract value is generally awarded for the overall project, without a separate financial bifurcation for the mobile application component. In this regard, we request WDRA to consider the total project value of INR 1 Crore or above for eligibility evaluation, provided the project scope clearly includes mobile application development if the mobile application component value is not separately mentioned	The total project value alone, without this specific attribution for the mobile component, does not satisfy the eligibility requirement.

112	3.2 Technical Experience	7	iii. The Bidder shall have successfully completed at least Two (2) mobile application projects of similar nature with project values not less than INR 1 Crore each in the last three years involving form-based workflows, APIs, and document management.	In many Government e-Governance projects, the implementation phase is followed by multi-year Operations & Maintenance (O&M) support post Go-Live. As a result, while the solution may have been successfully developed and Go-Live achieved, the project may still be under O&M and therefore not formally closed or marked as "completed". We request WDRA to consider projects where Go-Live has been successfully achieved and the mobile application is operational, including projects currently under O&M, as eligible for evaluation under this criterion	Yes, accepted on submission of the Work Order/Contract copy- Go-Live certificate/letter and Client certificate confirming successful Go-Live and operational status
113	3.5 Quality & Process Standards	7	The Bidder should have quality certifications such as ISO 9001, ISO 27001, or equivalent (if available).	CMMI (Capability Maturity Model Integration) certification specifically evaluates an organization's software development and delivery processes. Considering CMMI Level 3 or above quality certification, in addition to ISO standards, would help attract more experienced and process-mature IT companies for the effective implementation of the project. We request that WDRA kindly consider the same.	The Bidder should have quality certifications such as ISO 9001, ISO 27001, CMMI Level 3 appraised or above, or equivalent.
114	3. ELIGIBILITY CRITERIA FOR SELECTION OF BIDDER	6	3.1 Financial Capability The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years. The Bidder shall submit audited financial statements or a Chartered Accountant's certificate as proof of turnover	Consideration for exemption/relaxation of the turnover criteria for eligible Startup/MSME organizations, in line with Government of India initiatives to promote innovation, wider participation, and inclusive digital transformation	-same as mentioned in Point-1-
115	3.1 Financial Capability	6	The Bidder shall have an average annual revenue/sales turnover of INR 40 Crore from IT/Software development services during the last three financial years.	We are MSME company and have a valid Udyam certificate. Is there any "Turnover" exemption for MSME?	-same as mentioned in Point-1-
116	3.2 Technical Experience	6	i. The Bidder shall be in existence for a minimum period of three (3) years in field of Mobile App development as on the date of bid submission. ii. The Bidder shall have experience in design, development, and deployment of mobile applications for Government/PSU/Large Enterprise clients	We are MSME company and have a valid Udyam certificate. Is there any "Technical Experience" exemption for MSME?	Technical experience requirements specified in Section 3.2 are mandatory for all bidders including MSMEs considering the points - (a) Technical complexity of the project requires proven experience in mobile application development, (b) Critical nature of WDRA's regulatory functions demands reliable delivery, (c) Integration with existing systems and compliance requirements necessitate technical maturity.
117	4.2 Evaluation Parameters	8	Availability of dedicated support/helpdesk team for post-deployment support in Delhi & NCR region.	Please clarify whether the dedicated support/helpdesk team must be physically based in Delhi & NCR, or if remote support from another location is acceptable.	-same as mentioned in Point-90-
118	Section 1.3 – Project Objective & Scope	3	Integrated Mobile Application extending WDRA 2.0 Web Portal	Please confirm whether the mobile application is expected to reuse existing backend services/APIs of WDRA 2.0 or if new APIs are to be designed and developed as part of this engagement.	The mobile application is expected to integrate with the existing WDRA 2.0 Web Portal backend through its published secure APIs wherever feasible and functionally appropriate. However, the bidder will be responsible for designing and developing new APIs required to support mobile-specific functionalities, offline operations, enhanced performance, and features not currently exposed by the existing portal.
119	Section 1.3 & Section 2.1(d)	4	Backend hosted on WDRA-provided cloud infrastructure	Kindly clarify whether the cloud environment is already provisioned (NIC Cloud/MeghRaj or equivalent) or whether the bidder is expected to assist in provisioning and configuration.	Already provisioned
120	Section 1.3 (Point j) – Security & Compliance	5	STQC, GIGW, OWASP compliance	Please confirm whether STQC certification is mandatory as part of this engagement or will be required only if directed later. Who will bear certification costs?	Not mandatory at the EoI stage, however it may be kept as mandatory requirement at the RFP stage
121	Section 2.4(b) & Section 5 – Document Uploads	9–11	Multiple document uploads per workflow	Is there any standard document management system (DMS) already in use, or should document storage, versioning, and retrieval be fully handled within the app scope?	There is no document management system (DMS).
122	Section 5 – Non-Functional Requirements (Performance)	12	Peak user load & performance	Please provide expected concurrent users, daily transaction volumes, and peak usage scenarios to size infrastructure and performance testing.	Provided during the RFP or detailed scoping stage.