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Ref. No.- 6(29)/LC/2014/Jorhat/10397

Dated.06.02.2018

To
All CMMI Level 5 Certified IT Company.

Sub: Clarifications on queries on the Request for Proposal (RFP) published by the Board for "Selection and Appointment of Service Providers For e-Auction of Tea at Jorhat, Assam" vide reference no 6(29)/LC/2014/Jorhat/10222 dated 10.01.2018.

Sir/Madam,

With reference to the queries received from different applicants & raised by the participants in the pre-bid meeting held on 23rd January, 2018 on the above captioned subject, the replies of the Board are attached.

Yours faithfully

Enclo: As stated.

Sd/-
(Rajanigandha Seal Naskar)
Controller of Licensing

CLARIFICATIONS ON QUERIES ON THE REQUEST FOR PROPOSAL (RFP) PUBLISHED BY THE BOARD FOR “SELECTION AND APPOINTMENT OF SERVICE PROVIDERS FOR E-AUCTION OF TEA AT JORHAT, ASSAM”

SL NO	DOCUMENT	PAGE NO	CLAUSE NO	DESCRIPTION IN RFP	CLARIFICATIONS SOUGHT	REPLY OF TEA BOARD
1	RFP Section-2	7	2-Objective of RFP:	In this connection, Board would like to invite proposal from service providers for providing end-to-end integrated solution in relation to pre-auction, auction and post auction activities for teas produced in Assam or any other place across the country for a period of one (1) year renewable further as per the provisions stipulated in the Tea (Marketing) Control Order, 2003 and guidelines of the Board.	Please brief Pre-auction and Post-auction activities also clarify what would be the maximum period of extension or renewal of license of organizer of tea auction as the same is not clear in the Tea (Marketing) Control Order, 2003 and guidelines of the Board.	1. A brief note on the auction process is provided in Annexure A attached to this document. 2. Tea Auction Organiser license will be issued by Tea Board for a period of one (01) year which is further renewable for a period of one (1) year as per the provisions stipulated in the Tea (Marketing) Control Order, 2003 and guidelines of the Board.
2	RFP Section-2	9	7 (8)-Brief Scope of Work	The bidder shall provide dedicated resource for handling the e-auction process on a day to day basis. The team should have technical as well as non-technical resources.	Bidder shall Provide dedicated resource at bidder's HO or onsite resources would be required. If onsite, please share location details. Also share detail of "TEAM" size.	The onsite location means the auction centre which would be set up in Jorhat. The size of the team has to be decided based on the functionality to be handled by each of the members of the team. However, the team should be equipped with both technical and non-technical resources.

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3	RFP Section-2	9	7 (12)- Brief Scope of Work	The bidder shall designate the Branches/Offices that will handle the business on a day to-day basis for each of the auction centres mentioned above. In case of centralized operations the bidder shall provide efficacy of such centralized office.	Auction centres are nowhere mentioned in tender document. We propose centralized operation from our Ahmedabad HO. Is that acceptable? If we happen to depute our representative at the centre then please share location details.	The auction centre means the centre which would be set up in Jorhat. The relevant clause may please be read as "The bidder shall designate the Branches/Offices that will handle the business on a day-to-day basis for the auction centre at Jorhat, Assam. In case of centralized operations the bidder shall provide efficacy of such centralized office". Centralised operation would be acceptable once the efficacy of the centre and the justification for centralised operations are provided. However, onsite support have to be provided during and after implementation, training, etc.

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4	RFP Section-2	10	8 (5)- Minimum Eligibility Criteria	The company has never been blacklisted/ barred/ disqualified/suspended by any state/central govt. / UT Administration/Semi Government Organization/PSU or any Company.	As per the CVC OR MOF guidelines particular Eligibility Criteria need to be amended and time frame need to be added that can be either "banned or delisted as on date or banned or delisted in last one year " If the suggested changes is not amended then probably only few company can participate and board will not get best competitive Price for the RFP invited and if that happens then the whole purpose of RFP would not be achieved which is envisage by CVC/MOF. We would also request you to check "Manual for Procurement of Consultancy and Other Services 2017" Guidelines 'Page no 45' 'Chapter -2' 'Para: 2.4.4' "Banning of Firms" - where it is clearly mentioned banning for specific period only. As per the said clause "Sl. No. 5" of "Minimum Eligibility Criteria" of "Section 2" of the RFP document on page no. 10 shall be revised accordingly.	No change.

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5	RFP Section-2	17	14.1.a- Training	User level training of maximum of 7 days to be held at the centre including hands on support to be provided in batches during installation/configuration.	We assume that the training will be held at HO or any one specific centre of Tea Board. You are requested to share detail of training centre to held	The training will be held at Head Office of Tea Board and at auction centre to be set up in Jorhat, Assam.
6	RFP Section-2	17	14.1.b- Training	Minimum two trainers should be made available for hand holding i.e. on the job training period.	Two trainers are required for the period of 07 days only for the training program at the centre. Please confirm.	Minimum two (2) nos. of trainers should be made available by the bidder for hand holding i.e. on the job training period for seven days. However, maximum no. of trainer has to be decided depending on the no. of attendees in the centre, etc.. However, if need arises, the bidder should be able to provide trainers to the centre after completion of training period of 7 days as well.
7	RFP Section-2	19	18 (4) Other Terms and Conditions	The company will depute a senior officer of the company as a Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required thereon.	Project Manager is to be deputed at our Ahmedabad HO or at the site of Tea Board. If at the site of Tea Board, please share the location name.	The Project Manager can be stationed at the centralised office/branch office, etc. However, he should be available on site i.e. auction centre at Jorhat during training and implementation of the project.

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8	RFP Section-2	23	18 (33) Other Terms and Conditions	The bidder should not capture/store/use/share any of the stakeholders' information (like license number, name, phone number, card details etc.) for any purpose, other than the ones specified in this document.	Information of stakeholders' for the registration purpose on e-Auction platform for monitoring progress of e-Auction and evaluation shall not be shared or used for any reason, and we strictly follow guidelines as per ISO 27001:2015 and we do have ISMS certificate. Hope this will suffice your requirement.	All the existing guidelines which are/will be in force for the concerned period should be complied with.
9	RFP Annexure –D	31	1 (A) (IV)- Functional Specification	Online valuation of teas offered in the auction.	Please elaborate how you want the valuation of teas?	The system should have a programme to evaluate the teas based on the defined parameters which includes characteristics, type of tea, market trend, etc...The bidder should suggest the best method to be adopted for the purpose.
10	RFP Annexure –D	31	1 (A) (IV)- Functional Specification	Fixation of base value of teas to be sold in the auction in consultation with the concerned seller.	Please elaborate in brief	Base value is the minimum price fixed for a particular lot from which the bidding starts. The base value has to be determined by judging the characteristics/quality of tea, the best method of which should be provided by the bidder.
11	RFP Annexure –D	31	1 (A) (VIII)- Functional Specification	Facility for tracking status of transactions.	What type of transaction tracking is expected? Please elaborate.	The system should provide facility for tracking status of end to end transactions, starting from pre-auctions to post auction settlements, etc on real time basis...

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12	RFP Annexure –D	31	1 (A) (IX)- Functional Specification	Publishing online trading reports and analytics after completion of each auction sale.	What all analytical data are expected? On the basis of requirement we might need to capture more and precise data on various stage of auction.	Analysis of price trend, volume fluctuation, seasonal arrivals, etc.. should be carried out.
13	RFP Annexure –D	31	1 (A) (XI)- Functional Specification	Publishing reports on market analysis on various matters related to auction trading.	Please elaborate in brief	This is a kind of value addition to the system, where the system is expected to highlight on certain relevant data, market trend, information, etc. which would be useful to the stakeholders .

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14	RFP Annexure –D	32	1 (B) (I, II, III, IV)- Functional Specification	<p>I. Collection and tasting of samples (Organoleptic).</p> <p>II. Chemical testing of samples on random basis.</p> <p>III. Distribution of free trade samples to the eligible buyers.</p> <p>IV. Facilitation of post-sale activities including collection and settlement of auction proceeds and delivery of teas to the buyer destination.</p>	<p>Please elaborate the complete scope of work (All four points) in brief. Also care to share following information:</p> <p>-How Collection and tasting of samples is to be carried out?</p> <p>-Nos. and details of centres from where Collection and testing of samples will be carried out</p> <p>-Out of how much quantity of tea, how much sample is to be collected?</p> <p>-Estimated nos. of samples Per Month</p> <p>-Estimated nos. of eligible buyers for Distribution of Free Trade Samples</p> <p>-Please share detail of your existing service provider through whom the said activity are carried out</p>	<ol style="list-style-type: none"> 1. The method of collection, testing, etc. has to b provided by the bidder as Board is seeking a complete different model from the existing one, as has been detailed in point no. 2 of Brief Scope of Work of the RFP. 2. Samples have to be collected from warehouses and factories located in and around of Jorhat. 3. The quantity, etc. has to be determined later after finalisation of the process. In fact, the proposed process would govern the entire activities related to sampling, etc.. 4. At present, the brokers who are registered members of Tea Board are engaged for sampling and subjective of teas. However, the bidder should be able to provide a complete new model for conducting e-auctions to improve the efficiency of the system..

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15	RFP Annexure –D	34	2 Part 2 (Technical Specification)	Our e-Procurement application is certified by STQC, hope it will suffice "Part-2" of page no. 34 to 36 of particular RFP. Please confirm.	All the particulars mentioned under Part I & Part II of Technical specification in Annexure D need to be submit valid certification from STQC under DIT in place of certificates from an independent auditor, as was earlier sought in the RFP.
16	RFP Annexure – E	37	Commercial Template Note 1	The commercial proposal includes two components. Both components 1 & 2 are transaction fees to be collected from sellers and buyers respectively, which shall be quoted either in Rupees (fixed charge per transaction) or charges in rupees per kilogram of teas sold or bought in auction by sellers/buyers.	Sir, How will you evaluate Lowest rate as you have provided provision to bid in two different method: 1) fixed charge per transaction 2) charges in rupees per kilogram of teas sold or bought in auction.	The Note 1 & Note 4 of Annexure E may please be read as follows: Note -1 “The commercial proposal includes two components. Both components 1 & 2 are transaction fees to be collected from sellers and buyers respectively, which shall be quoted as charges in rupees per kilogram of teas sold or bought in auction by sellers/buyers”. Note -4 The company is required to pay a charge to Tea Board from its earned revenue (approximately 1% of the revenue earned per annum). The quantum of the charge to be paid to Tea Board shall be

						decided by the Board after mutual discussion with the successful bidder on its revenue generation from the auction process.
17	General Queries				Estimated nos. of e-Auction in a week and in a year	Will purely depend on the arrival of teas.
18					Estimated nos. of lots/line items in single e-Auction	To be proposed by the bidder for making the auction process faster as well as convenient to the participants.

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19					Estimated quantity of each lot in single e-Auction	To be decided once the process is approved.
20				General Queries	Please provide figures of past 3 years total value & quantity sold and bought by the board for the centres) for which the RFP is invited.	The centre in Jorhat, Assam would be set up for the first time. However, the average volume of Assam teas sold in auction for last three years may be referred by the bidder which is 260 mkg approximately.
21					Tea Board will self-manage e-Auction creation or the same is also in scope of work of the bidder	The query is not properly stated and is not clear.
22					Do we need to depute any resources at any centre? If yes, then please specify the centre details and Tea Board shall arrange workstation for our resource along with Computer peripherals and stationary	<p>The RFP is for setting up of an auction centre in Jorhat, Assam. Hence, resources to be deployed in that centre only. The question of any other centre does not arise.</p> <p>Tea Board will not provide workstation, etc. to the centre. The cost of the same has to be borne by the bidder.</p> <p>It may be highlighted here that the RFP is for setting up of an auction centre in Jorhat, Assam for conducting electronic auction of teas. Hence, the presence of bidders, etc. in the auction centre during the bidding process would be optional and may be discouraged by providing a secured, user friendly and innovative technology for conducting the auctions. However, minimum resources may need to be kept by the service provider for managing the entire auction process.</p>

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23					Who is existing e-Auction service provider and How much they charge to Tea Board.	NSEIT is the existing e-Auction service provider. However, Tea Board is not in a position to disclose the charges as per terms and conditions of the Agreement in force.
24				General Queries	Nowhere in RFP, is auction engine mechanism explained/clarified. Please clarify.	The bidder company has to propose the best mechanism.
25	RFP Section 2	7	2-Objective of RFP:	"Board would like to invite proposal from service providers for providing end-to-end integrated solution in relation to pre-auction, auction and post auction activities for teas produced in Assam"	All funds (that are being collected during the Auction process) should be credited in the account of Tea Board and later paid to the Sellers and other stakeholders. Please confirm whether our understanding is correct. (To add, we would like to highlight that this process was well researched and decided to be the right process for the current auction centres by Tea Board)	All funds are to be collected in the settlement account opened for this purpose as per instruction of Tea Board and later on to be disbursed to the sellers and other stakeholders in required proportion.

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26	RFP Section 2 2. Objective of RFP	7	2-Objective of RFP	"Board would like to invite proposal from service providers for providing end-to-end integrated solution in relation to pre-auction, auction and post auction activities for teas produced in Assam"	Tea Board has devised a process of routing the funds via settlement account (for the current e-auction process). Please confirm whether the same process is envisaged to be applied at Jorhat.	Please refer to point no. 2 of Brief Scope of Work in the RFP document where Tea Board has called for an innovative model for conducting in auctions. Hence, the existing process may not be replicated for the Jorhat centre.
27	RFP Section 2	7	2-Objective of RFP	"Board would like to invite proposal from service providers for providing end-to-end integrated solution in relation to pre-auction, auction and post auction activities for teas produced in Assam"	Can the funds be collected in the name of service provider during any leg of the financial transaction before payout happening to the stake holder	No, all funds are to be collected in the account opened for this purpose as per instruction of Tea Board
28	RFP Section 2	15	11.2- Commercial Bid Opening/ Evaluation	The RFP states "The commercial proposal of Top Three (3) shortlisted bidders (based on the technical score) will be opened. Proposal with the lowest cost shall be considered as most responsive offer i.e. L1 offer & second lowest as L2 offer"	From the RFP text, it appears that the Technical score of the bidders will NOT play any role in the commercial stage. We submit to Tea Board that the experience of the bidder will play an important role in successful execution of this project and help the stakeholders in long term. Hence we request that the scoring model be "Techno-Commercial" where the scores obtained in Technical and Commercial be combined and accordingly the winning bidder be chosen	No change

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29	RFP Section 2	18	16- Deposit of Bank Guarantee (BG):	"The successful bidder shall furnish the performance security (BG) equivalent to Rs. 1.50 crore (Rupees One Crore and Fifty Lakhs Only) in the form of Performance Bank Guarantee issued by a public sector bank in India"	We would like to check whether this BG can be obtained from one of the leading Scheduled Commercial Bank or should it be obtained only from a Public Sector Bank	BG should be submitted issued by a Public Sector Bank in India.
30	RFP Annexure D	33	2 Part 1(j) (Technical Specification)	"IT security and vulnerability audit report by a third party, not more than six month old."	Request that 1 more month be provided (from the announced submission date) so that these audits by external parties can be completed and relevant reports can be provided.	The last date of submission of the RFP application has already been extended up to 23 rd February, 2018. The corrigendum in regard to this has been uploaded in Board's website on 31 st January, 2018.
31	RFP Section 2	23	20-Arbitration	"In the event of any question, dispute or difference arising under this agreement/contract/license or in connection therewith except as to matter the decision of which is specifically provided under this agreement/contract/license, the same shall be referred to Deputy Chairman, Tea Board, Kolkata for appointment of Arbitrator."	Will it be possible to change this clause such that the Arbitrator will be appointed by mutual agreement between the parties?	No change

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32	RFP Section 2	24	21. Rejection/ Termination of agreement/ contract/ license	"The Board has right to reject/cancel the license if the work/services are not found to meet the specifications laid out or are not as per the terms of the tender /work order. No charges will be paid for the defective work. This can be done at any stage of the work"	We request the right to represent if the work/services did not meet the specifications and also a notice period before the cancellation or termination decision is taken	The notice period of one (01) month would be provided by the Tea Board before termination/cancellation.
33	RFP Annexure – F	39	Bank Guarantee Template	"It is agreed and further declared that the Board shall be the sole judge"	The bidder requests a chance to represent in the said matter	No Change
34	RFP Annexure – F	40	Bank Guarantee Template- Clause No 4	"4. The bank and the Board will be at liberty to vary and modify the terms and conditions of the contract/license without affecting this guarantee, notice of which modifications to the bank giving performance guarantee hereby waived."	Request clarity whether the first sentence should be read as "The bank and the Board will be at liberty..." OR "The Bidder and the Board will be at liberty..."	The sentence should be read as "The Bidder and the Board will be at liberty....."

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35	RFP Annexure D	34	2-Part 2 (2,4,11)- Technical Specification	2. System response time during bidding process. 4. The system should be able to send email/SMS to the participants on closure of auction or any other activities. 11. Response time per Transaction (in seconds)	In the scoring remarks of the referred clauses, the term "immediate" is mentioned. Request you to please define it in quantitative terms, i.e. time value/seconds for convenience of understanding.	Board's requirement is immediate and cannot be defined in quantitative terms since the response time will differ from applicant to applicant. The applicant providing the lowest response time out of the submitted applications will be awarded with the highest score.
36	RFP Annexure D	32	2-Part 1 & 2- Technical Specification		As per DoIT STQC certification is the norm, thereby STQC certificate should suffice for "Independent auditor". Please confirm.	All the particulars mentioned under Part 1 & Part 2 of Technical specification in Annexure D need to be submit valid certification from STQC under DIT in place of certificates from an independent auditor, as was earlier sought in the RFP
37	RFP Annexure D	31	1. A (IV)- Functional specification	Online valuation of teas offered in the auction.	Please provide clarity for the exact scope of deliverable from "online valuation of teas offered in the auction"	Already elaborated in Sl. No 9.
38	RFP Annexure D	32	1. B (IV)- Functional specification	IV. Facilitation of post-sale activities including collection and settlement of auction proceeds and delivery of teas to the buyer destination.	Please define the exact scope of "delivery of teas to buyer destination". Is the service provider supposed to facilitate this or arrange for this?	The bidder company is expected to facilitate this process.

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39	RFP Annexure D	32	1. B- Functional specification	The third party to be engaged by the bidder company should have enough expertise in that particular field and should possess all requisite licenses, certifications, etc. from Govt./private/foreign institutions as per existing rules and regulations. The details of the arrangements to be made by the bidder, including the terms and conditions to be executed between both the parties, shall be disclosed to Tea Board along with the application to be submitted in response to this tender.	"The details of the arrangements to be made by the bidder, including the terms and conditions to be executed between both the parties, shall be disclosed to Tea Board along with the application to be submitted in response to this tender." Request to allow submission of this document within a month from the date of LOA.	Accepted.
40	RFP Annexure D	34	2-Part 2 (1) Technical specification	Ability to handle concurrent users which may further increase over period of time.	How many concurrent users are expected to participate in the tea auctions?	The no. of concurrent users will depend on the no. of sellers and buyers likely to participate in the auction process of this centre. Hence, the exact no. of users cannot be provided at present.

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41	RFP Annexure D	36	2-Part 2 (12) Technical specification	Test environment should be available for testing the effectiveness of the system and to provide mock environment for the stakeholders before go-live	Since the mock testing environment that will be developed after receiving the LOA from Tea Board, what is the independent auditor expected to certify?	The STQC certificate is required to be submitted on the availability of specific feature of the system, which has been delivered to other clients, etc.
42	RFP Annexure E	37	Commercial template- Note 1	<p>Note 1: The commercial proposal includes two components. Both components 1 & 2 are transaction fees to be collected from sellers and buyers respectively, which shall be quoted either in Rupees (fixed charge per transaction) or charges in rupees per kilogram of teas sold or bought in auction by sellers/buyers.</p>	<p>"Both components 1 & 2 are transaction fees to be collected from sellers and buyers respectively, which shall be quoted either in Rupees (fixed charge per transaction) or charges in rupees per kilogram of teas sold or bought in auction by sellers/buyers."</p> <p>Request a standard unit be set for the fees otherwise comparison of the quotes will not be feasible. Please specify a minimum guaranteed quantity of teas to be considered as basis of quote so that there is equanimity in the basis of prices quoted by all bidders. (We would prefer a Charge based on %age as is allowed in the current Auction System)</p>	<p>The detail regarding uniform standard has been mentioned in SI No 16.</p> <p>Regarding the minimum quantity of teas to be sold in Jorhat auction, the average volume of Assam teas sold in auction for last three years may be referred by the bidder which is 260 mkg approximately.</p>

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43	RFP Section 2	7	2-Objective of RFP	<p>As per the tender document, the period of engagement will be "one (1) year renewable further as per the provisions stipulated in the Tea (Marketing) Control Order, 2003 and guidelines of the Board."</p> <p>For the purpose of cost calculation, we request that the no. of years extendable be defined, or a provision be introduced for allowing price revision.</p> <p>-Does the contract period start from date of LOA or date of go-live?</p>	<p>The license will be renewed every year, subject to fulfilment of terms and conditions.</p> <p>The successful bidder will be awarded with the license of auction organiser with specified terms and conditions.</p>

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44	RFP Section 2	18	17-Penalty	<p>The development of the required software along with all other allied arrangements should be completed maximum within 3 months time and in any case should not exceed 4 months from the date of agreement /contract/ license. Any time beyond from four months may call for penalty.</p> <p>If the bidder fails to complete the work within prescribed period (4 months) or within any extended time allowed on account of delay due to unforeseen reasons beyond control, the bidder shall pay at Rs.1,00,000/- (One Lakh only) per week subject to a maximum of Rs.10,00,000/- (Ten Lakhs only) and in addition his earnest/security money lying with the Tea Board shall be forfeited.</p>	<p>"If the bidder fails to complete the work within prescribed period (4 months) or within any extended time allowed on account of delay due to unforeseen reasons beyond control, the bidder shall pay at Rs.1, 00,000/-(One Lakh only) per week subject to a maximum of Rs.10,00,000/- (Ten Lakhs only) and in addition his earnest/security money lying with the Tea Board shall be forfeited."</p> <p>Clarity to be provided whether the forfeiture clause is directed towards earnest money only.</p>	<p>Yes, the forfeiture clause is directed towards security money or Bank Guarantee only.</p>

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45	RFP Section 2	9	7 (4)- Brief Scope of Work	The bidder shall provide training for a period of at least 1 week to the designated officers of Tea Board and other stakeholders identified/ approved by the Board.	Kindly specify location for training	The training will be held at Head Office of Tea Board and at auction centre to be set up in Jorhat, Assam.
46	RFP Section 2	9	7 (8)- Brief Scope of Work	The bidder shall provide dedicated resource for handling the e-auction process on a day to day basis. The team should have technical as well as non-technical resources.	Kindly elaborate on "dedicated resource"? Where the resource will be located? Bidder location/ Kolkata or Jorhat	"Dedicated resource" means fixed resources who should be handling the project on a day to day basis. The resources have to be deployed in the office/branch from which entire operations will be monitored as well as auction centre at Jorhat.
47	RFP Section 2	13	10- Envelope B (Technical bid)	3. Details of licenses required for Product/ software.	If the bidder is providing the platform (as a service) along with hosting at data centre, we do not see the need to add licenses details since the cost is being borne by the bidder	Required to be provided.
48	RFP Section 2	14	11.1- Stage 2 (Functional and Technical Evaluation)	The top four (4 nos.) proposals in stage 1 (Functional and Technical Compliance) will be called for making presentation / walkthrough	1. Kindly provide the functional matrix so that the presentation/ Demo can be evaluated empirically. 2. The evaluation criteria for Technical Ability, Past	Will be decided later on by the Committee to be engaged for evaluation purpose. The details will be communicated to the eligible bidders at the time of intimating dates for presentation..

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49	RFP Annexure D	34	2-Part 2 (Technical Specification)	The following technical specifications are required to be furnished for evaluation of the proposals submitted by eligible bidders:	Most of the parameters pertain to performance of the application for Tea Board. The parameters if required, should be part of the SLA and not as an evaluation matrix. This evaluation would give a disadvantage to a bidder who does not have the benchmarking reports by "Independent Auditor" exactly as specified by Tea Board. We request that this matrix should be removed. The bidder's experience in STQC certification for its auction/tendering portals are the highest quality certificates available from topmost certifying agencies appointed by Gol should be considered instead of these parameters.	All the particulars mentioned under Part I & Part II of Technical specification in Annexure D need to be submit valid certification from STQC under DIT in place of certificates from an independent auditor, as was earlier sought in the RFP
50	RFP Annexure D	32-36	Technical Specification	Certificate from an independent Auditor	There is no specification given about "Independent Auditor". This clause may give undue advantage to one bidder during the evaluation process because of lack of clarity	All the particulars mentioned under Part I & Part II of Technical specification in Annexure D need to be submit valid certification from STQC under DIT in place of certificates from an independent auditor, as was earlier sought in the RFP

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51	RFP Annexure D	34	2-Part 2 (1)- Technical Specification	Ability to handle concurrent users which may further increase over period of time.	What is the use case of Tea Board requiring 10,000 concurrent users. We do not foresee such traffic.	<p>The no. of concurrent users will depend on the no. of sellers and buyers likely to participate in the auction process of this centre. Hence, the exact cannot be defined at present. Hence, the range has been kept on a higher side.</p> <p>However, at present, Tea Board has encountered 8000 concurrent users approximately, considering all 7 auction centres of the country.</p>
52	RFP Annexure D	34	2-Part 2 (2)- Technical Specification	System response time during bidding process.	The scoring is 4 marks for "immediate response". In today's world of micro/ nano precision, there is no meaning of "Immediate". Even a bid submission from click to server will take certain milliseconds depending on network latency and other factors. Moreover "during bidding process" is an ambiguous statement.	As elaborated in Sl. No 35

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53	RFP Annexure D	34	2-Part 2 (3)- Technical Specification	Up time guarantee during auction with commensurate failover system.	Uptime Guarantees are included in SLAs as per the mission criticality of the application. If 99.9% uptime is actually required by Tea Board, such SLAs can be built up by scaling the infrastructure with high availability at world class data centres with Tier III/ Tier IV certification.	No Change.
54	RFP Annexure D	34	2-Part 2 (4)- Technical Specification	The system should be able to send email/SMS to the participants on closure of auction or any other activities.	The scoring is 3 marks for "immediate response". In today's world of micro/ nano precision, there is no meaning of "Immediate". The delivery of SMSes and Mails are dependent on 3 rd party mail servers, telecom service providers, bandwidth etc. The highest SLAs can be conformed to by building commensurate infrastructure and be a part of the SLAs	Board's requirement is to send immediate SMS/e-mails on every transaction and hence the applicant providing the lowest response time out of the submitted applications will be awarded with the highest score.

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55	RFP Annexure D	34	2-Part 2 (5)- Technical Specification	The system should provide a feature for the participants to view status of the deals immediately after completion of auction.	This is a functional requirement and an "Independent Auditor" has no role in certifying the functionality. This will be done at FRS stage	Auditor has to certify the availability of these kinds of more or less similar features in the system already developed by your company for other clients.
56	RFP Annexure D	35	2-Part 2 (6)- Technical Specification	Applicant company should have its own Data Centre or hired data centre in India having valid SLA for more than three years from the date of RFP.	What is the use case of the service provider owning the data centre? Also an own data centre would be more open to confidentiality of data and data security breach. Instead Tea Board should insist on a data centre complying to global standards with minimum Tier III/ Tier IV certification	The clause has been incorporated considering that the bidder company would have more control on its own data centre over the hired centre.
57	RFP Annexure D	35	2-Part 2 (7)- Technical Specification	Applicant company should have own or hired data recovery site.	What is the use case of the service provider owning the data recovery site? Also an own data centre would be more open to confidentiality of data and data security breach. Instead Tea Board should insist on a data centre complying to highest global standards with minimum Tier III/ Tier IV certification	The clause has been incorporated considering that the bidder company would have more control on its own data recovery centre over the hired centre.

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58	RFP Annexure D	35	2-Part 2 (8)- Technical Specification	The server to server integration, if required should be of high quality – viz: with minimal manual intervention; automated alerts in case of issues; availability of backup mechanism etc	These are customer specific requirements. Moreover what is the use case of this clause. “High Quality” is an ambiguous and non specific clause. Depending upon Tea Board requirements server to server integration can be included in SLAs as per the mission criticality of the application. f required by Tea Board, such SLAs can be built up by scaling the infrastructure accordingly.	The bidder has to submit the efficacy of the system being proposed by them in their application for evaluation purpose.
59	RFP Annexure D	3 5	2-Part 2 (9)- Technical Specification	Maximum concurrent volume handled by the applicant company at a given point of time during the last one year (Number of transaction per second, i.e. TPS)	For this certification, for a live application, the customer has to agree to the “Independent Auditor” auditing their systems and capturing the parameters during a live event. Instead, we request Tea Board to specify their requirement and incorporate the same by scaling the IT infrastructure accordingly.	All the particulars mentioned under Part I & Part II of Technical specification in Annexure D need to be submit valid certification from STQC under DIT in place of certificates from an independent auditor, as was earlier sought in the RFP

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60	RFP Annexure D	35	2-Part 2 (10)- Technical Specification	Volume handling capacity per day by the company (Average number of transaction per day)	This requirement lacks clarity. Request kindly elaborate	The probable load which the proposed system can take on a day to day basis.
61	RFP Annexure D	36	2-Part 2 (11)- Technical Specification	Response time per Transaction (in seconds)	The scoring is 4 marks for "immediate response". In today's world of micro/ nano precision, there is no meaning of "Immediate". Moreover It is not specified, which part of the application is to be monitored for "response time"	Has already been detailed above. However, the quick response time is expected for any kind of activities to be done through e system.
62	RFP Annexure D	36	2-Part 2 (12)- Technical Specification	Test environment should be available for testing the effectiveness of the system and o provide mock environment for the stakeholders before go-live	This is standard procedure for all of our customers. However, "independent auditor" has no role in certifying. It is a standard process for any software company or in some cases customer specific agreement.	As detailed above.

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63	RFP Annexure E	37	Commercial Template	Note: 4. The company requires to pay a monthly charge to Tea Board from its earned revenue approximately 1% of the revenue earned per annum)..... The quantum of the charge to be paid to Tea Board. shall be decided by the Board after mutual discussion with the successful bidder depending on its revenue generation from the auction process at a later stage.	Request kindly specify %age of revenue to be shared with Tea Board in advance. At least the percentage range (min-max) to enable bidder to incorporate costs in our bid response.	Need to be decided later as has been specified in RFP. However, the tentative value has been defined as approximately 1% of the revenue earned per annum by the bidder company.