



# Corrigendum

For

e-Governance initiatives for Citizen  
Centric Services in TBI



1<sup>st</sup> December, 2016

**Tea Board of India**

**(Under Ministry of Commerce & Industry, Government of India)**

**14, B.T.M. Sarani, Kolkata 700 001**

Document Number: IT/e-Gov./2013/Vol.-II

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## 1. Revised Schedule of Events

**Corrigendum Reference Number:** IT/e-Gov./2013/Vol.-II/Corr.-1 dated 30<sup>th</sup> November 2016

**Tender Reference Number:** IT/e-Gov./2013/Vol.-II

**Project Name:** For the selection of SI for Design, Development & Implementation of e-Governance initiatives for Citizen Centric Services in TBI”

### Revised Schedule of events

S. No	Events	Date & Time
5.	Submission of bids	12 <sup>th</sup> December 2016 3:00 pm
6.	Technical bid opening	12 <sup>th</sup> December 2016 3:30 pm
7.	Technical Presentations	14 <sup>th</sup> December 2016
8.	Proof of Concept	14 <sup>th</sup> December 2016
9.	Commercial bid opening	15 <sup>th</sup> December 2016
10.	Award of Contract	To be informed

## 2. Additional points in the RFP

Based on the discussion held with bidders during the pre-bid meeting held on 29-11-2016, following additional changes/ clarifications are given with respect to the tender:

### 1. Subsidy Scheme: Following aspects need to be considered while developing the Subsidy module:

- All plantations are to be registered with TBI
- There should not be any pending liability with TBI. Hence, loan defaulter database to be prepared by bidder
- Regular filing of Export/Production Return to be verified before granting subsidy (i.e., subsidy for plantation, production, disposal of tea waste etc). For filing of Export Return, there is an online software which is to be integrated by the bidder with the proposed software or bidder may opt to migrate data to new systems as may be deemed fit.
- In some cases, the applicant has to ensure that default in Provident Fund amount should not be more than 10,000/-. For this copy of latest PF challan is required to be uploaded along with the application.
- In some cases, there is need for fulfillment of plant protection code. An undertaking in this regard to be obtained from the applicant.
- Also there is need of fulfillment of Labour Laws and Safety Standards. An undertaking in this regard to be obtained from the applicant.

### 2. Licensing Module: - For license renewal, following aspects need to be looked into:

- To verify whether Export/Production Returns submitted by applicant
- To check Renewal of Tea Waste License
- In some cases, Importer & Exporter Certificate (DGFT) information is required to be filled in and certificate to be uploaded
- VAT/ CST certificate details along with copy of certificate to be uploaded
- In some cases, FSSAI Certificate information and copy to be uploaded
- Online facility to enter report related to Export & Import samples

### 3. Other Modules to be developed:

- Change of ownership facility
- Check loan default status of both seller & buyer
- Export Returns: Standalone software developed in TBI. Bidder is required to develop its own module and migrate existing data
- Production Return: Online s/w got developed by TBI Bidder is required to develop its own module and migrate existing data
- Loan Defaulter: There is need to develop online module by the bidder
- Sample Checking: Provision to be kept in the application feeding the information related to sample tests conducted by TBI and the same to be used for
  - o Online checking mechanism of Export & Import samples
  - o License of the applicant cancelled/ suspended
- e-Auction: Existing s/w to be either integrated with Licensing module or new module to be developed by bidder in its application

- Tea Waste License: TBI issues Tea Waste License at present in manual mode. The same need to be automated by the bidder.
- Centralized Commercial User Helpdesk for system software, application and database.

### 3. Response to the Queries with Clarifications/ Amendments

In response to the written queries received from bidders, the clarifications/ amendments made in the tender document are placed below for reference:

Sl. No	RFP Document Reference (s) - (RFP Vol.)	RFP Document Reference (s) - (RFP Vol.)	Section & Page Number(s)	Query	Tea Board's Response
1	Vol-II	7.7.8. Bid Security	The bidder shall furnish, as part of his bid, a bid security in the form of bank guarantee of Indian Rupees 5,00,000 ( Rs five Lakhs Only).....	Banks do request the following beneficiary details to issue the BG (for EMD). Request you to share the same: Beneficiary Name Address Name of the Bank Branch address Type of Account Account No IFSC Code	The details are as follows: Name of the Bank: State Bank of India Branch address: Brabourne Road Beneficiary Name: Tea Board India Address 14, B.T.M. Sarani, Kolkata - 700 001 Name of The Bank: State Bank of India Branch address: 8, N.S. Road, (Gilleander's House) Kolkata - 700 001 Type of Account: Current Account No: 11107799318 IFSC Code: SBIN 0000144
2	Vol-II	7.7.8. Bid Security	The bid security shall be denominated in Indian Rupees, and shall be in the form of a bank guarantee issued by a Nationalized Bank, in format/ template provided in section 8.2 of this volume.	Request you to accept BG from any RBI scheduled bank.	BG obtained from any Scheduled Commercial Banks of RBI will be accepted.
3	Vol-II	Pg-36	To technically qualify the bidder has to score an overall score of 65% (Seventy percent)....	Please confirm whether the qualifying marks is 65% or 70%?	To technically qualify the bidder has to score an overall score of 65% (Sixty Five percent)

4	Vol-I	Pg-8, 3.2 Project Objectives	iv. Integration with current IT initiatives of Tea Board of India as well as MeitY, GOI and/or any other Ministries as per directive of Govt. of India	What are the present IT system to be integrated, please provide details.	e-Auction System, Tea Council System, Form E, Export Data(offline), etc.,
5	Vol-I	Pg-25, 7.3.4 Web Portal and Mobile App	The Selected Bidder shall develop eGiCCS application web portal as well as Mobile App for all platforms (i.e. Android, Windows, iOS etc) and also integrate the same with MeitY, Gol mobile platform.	The App will for citizens or officers only? What are the functionalities to be available for App?	Both the Citizens and for Officers
6	Vol-I	Pg-26, 7.4.1 Envisaged Arrangement for DC- DR Requirement	The Selected Bidder has to install the proposed OS and provide the virtual machines to TBI. The proposed OS should be either RHEL 6.x or Windows Server latest edition.	Will bidder provide the licenses for OS? If yes Will it be provided for both DC and DR? The licenses for staging will be also provided by bidder?	Yes, bidder has to provide processor based license.
7	Vol-II	Pg-25	Important Dates	Kindly extend the due date of the bid for atleast 7 day	No Change/As per RFP
8	Vol-I	Pg-38, Help Desk and Troubleshooting	Selected Bidder shall arrange a 2-member helpdesk team persons for helpdesk support at TBI premises (in Kolkata)...	No line item for "Help desk" is available in the commercial bid template (Vol-II) provided by you. Request you to add a line item on that.	Accepted. Helpdesk and trouble shooting team included in the bid format.
9	Vol-II	Pg-88	Form 2: Commercial Proposal	Form-2B is missing.	Form 2B is covered in Form 2C.
10	Vol-I	Pg-48	Enterprise Management System Subscription Cost for 5 years	Requirement of EMS is not mentioned in the scope of work as well as commercial bid template. Please confirm whether it is a typo error?	EMS Not required.

11	eGiCCS FRS	Pg-9	System should provide the user with an Online Help facility like Frequently Asked Questions on configurable workflow of applications. System may also provide video for online self-training	What will be the size of video? Who will update this video?	The video should be in HD format with duration not exceeding 7-8 minutes. The System Integrator would update the video after getting approval from TBI till the currency of the contract.
12	eGiCCS FRS	Pg-46	The system should allow verification of data with other departments like statistics etc. as applicable	The statistics department requirements are missing in the RFP.	As per RFP.
13	Vol-I	Pg-16	Co-ordinate with Selected Bidder and third party for audit of the eGiCCS system, if required.	Please specify any requirements of third party audit and also who will bear the cost of such audit, if required.	Refer Point 3.3 (xvii) on page 12 of Vol II of the RFP.
14	Vol-II	Pg-38 to 42	TECHNICAL EVALUATION MATRIX	TECHNICAL EVALUATION MATRIX is given in page 38 to 42; but again some different scoring patterns are given in page 56 to 58. Request you to confirm.	Scoring mentioned in page 56 to 58 stands deleted.
15	Vol-II	Pg-56	c. Application Hand Holding Support	Do we need to attach resume of Handholding resources? Our understanding is - not required. Please confirm.	Yes, required.
16	Vol-II	Pg-40	Page 40 Point - d & e	Please modify the point system "More than 4 projects" to "More than equal to 4 projects"	Accepted for Point C, D and E in page 40 of Vol II.
17				Please mention the languages in which the Localization of the application shall be required. Also, will Localization be required only in terms of Label display in	English and Hindi.



				Local languages OR even data capture in Local languages?	
18	12	4 (Point 4)	<i>Localisation of the application will be carried out as per the requirement of the Board in terms of local language and other needs</i>		
19				We presume that the application design UI/UX be Responsive in nature, so that is device display independent. OR does eGiCCS require separate mobile apps in Andriod, Windows and iOS? Also etc means any new mobile operating system in future. Hence request to restrict to Andriod, iOS and Windows for the present.	Both features are required. Mobile App will be developed for all OSs.
20	13	4 (Point 7)	<i>The eGiCCS application has to be developed for all Mobile Platforms (i.e. Android, Windows, iOS etc)</i>		

21				Is it mandatory to have a generic workflow engine? We would like to propose a Bespoke Application using our own workflow solution, considering the short time span for deliveries. Request you to waive off this condition	As pr RFP
22	22	7.1 (point I)	<i>Application should have a generic workflow engine.</i>		
23				The cost for the same shall be borne by TBI, as the certificates need to be applied and procured directly by TBI. The bidder shall coordinate the procurement process.	As per RFP
24	23	7.1 (point IV)	<i>Procurement of Digital Certificates, eSign for the authorized officials from competent certifying authority</i>		
25				We recommend that TBI procure Cloud services directly from NIC with Platform as a Service (PAAS) with OS, RDBMS and other tools provided by NIC cloud, instead of taking the VM route. The bidder shall take	As per RFP

				responsibility for managing the hosting and deployment, the infrastructure shall be procured as PAAS rather than the VM approach to get complete benefit of NIC cloud.	
26	26	7.4.1	<i>The Selected Bidder has to install the proposed OS and provide the virtual machines to TBI. The proposed OS should be either RHEL 6.x or Windows Server latest edition.</i>		
27				An estimate of number of pages of A4 size to be digitized is required to estimate the costs	Refer Form 2C/2 of Volume II.
28	30	8.1	<i>The objective of data digitization is to utilize the data for searches and modifications. As the data digitization estimates can be made post Database design only, this section captures the broad level concept of the data digitization</i>		

			<i>for various modules. The Selected Bidder should engage the digitization team to undertake the activities and TBI will provide the required data to be digitized.</i>		
29				This contradicts with the requirement of page 22 mentioned above. Any workflow engine shall be proprietary in nature, and hence will have challenges in portability to another workflow engine.	As per RFP
30	32	9.2	<i>Every care shall be taken to ensure that the code does not build a dependency on any proprietary software</i>		
31				Do we need to deploy support personnel at each location? The RFP mentions 55 man-months of training and 2 helpdesk resources at TBI HQ.	Yes, support personnel need to be deployed at each location.

32	37	11.1	<i>The selected Bidder as part of providing support for TBI users at each location</i>		
33				Too optimistic if digitization and data migration of the existing licenses / subsidy cases to be brought into eCiGCs. While the bidder can complete implementation for fresh licenses / subsidy applications within 4 months, the time estimate for bringing all existing cases would depend of the quality and extent of data available with TBI. Hence Digitization and Data Migration should not be a part of this timeline.	Data Digitization Activity can be completed after Go Live.
34	18	4	<i>Implementation Plan</i>		
35				We have not received any separate work order for Training though we would have carried out training to more than 1000 persons. Will a letter for each customer indicating the approximate number of trainings conducted and people	Accepted.

				trained will be sufficient?	
36	40	d.	<i>Should have experience in Capacity Building (Training)/ Change Management</i>		
37			<i>More than 4 projects or No. of Candidates trained=&gt;1000</i>		
38				We have not received any separate work order for Digitization / Data Migration in most cases though we would have carried out more than the RFP requirements. Will a certificate from each customer indicating the extent of Digitization / Data Migration will be sufficient?	Accepted.
39	40	e.	<i>Experience in Data Digitization / Data Migration</i>		
40			<i>Projects where Data Digitization / Data Migration have been done for at least 10 thousand records in each</i>		

			<i>project</i>		
41				Is it required to deploy all these resources onsite during implementation phase? We propose a mix of onsite and offsite depending on the project execution plan	Accepted for Change Management Expert.
42	56	4	<i>Full Time onsite Resource Deployment exclusively for this project (Implementation &amp; O&amp;M)</i>		
43				Do the functional requirements cover "Applying for and generation of "Certificate of Origin"" also?	As per RFP
44	9	1.1 (point 9)	<i>System should allow user to check the authenticity of 'License', certificate of origin etc by providing the license no. on Portal.</i>		
45				Is "Auction" also covered in eGiCCS?	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.

46	10	1.1 (point 19)	<i>The system should allow to display the auction process at various locations for public view</i>		
47				As per our understanding, the present phase of eGICCS covers Licensing, Subsidy and Submissions of Returns by Licensees. Not sure whether eGICCS should also cover publication and distribution of Tea Board Reports. Please clarify.	MIS reports are part of RFP.
48	10	1.1 (point 20)	<i>The system should allow the users to subscribe Tea Board reports for e.g. statistical reports as per the classification</i>	Please clarify.	Role based access to be provided to the subscribes on chargeable basis.
49	10	1.1 (Point 21)	<i>The system should have the payment component integrated for subscription</i>		
50				Please elaborate as this would require a complete complaint / grievances management system to be implemented.	It is in the scope of RFP.



51	11	1.1 (Point 25)	<i>The system should have the functionality of reporting by public against unauthorized use of Tea Board's IPR and the same should be alerted to the legal section</i>		
52				Is "Auction" also covered in eGiCCS?	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.
53	13	1.3 (Point 15)	<i>System should have the provision to integrate with existing NSE-IT auction system and represent the desired report and numbers in the portal for internal and external users as per the role and classification of data</i>		
54				Should Document Management System be a separate component for the present proposal? We propose that Document Management shall be an integrated functionality within the proposed eGovernance	As per RFP

				applications, rather than a separate application. Please clarify	
55	14	1.6	<i>Document Management System</i>		
56				Please elaborate the plan of receiving applications through Board Counters, as this entire system is proposed to be an online one.	It will be a workflow based application for all stakeholders.
57	21	2.2.1 (Point 14)	<i>The system should facilitate the availability of service request forms through</i>		
58			<i>1. Online / website</i>		
59			<i>2. Board counters</i>		
60				This can only be shown for License Fees and Subsidy disbursed. Please clarify	It will be a workflow based application for all stakeholders.
61	37	2.9.1 (Point 11)	<i>The system should have the functionality to show the fund budgeted, expenditure, fund available, fund required etc. for various categories and geography</i>		

62				This can only be shown for License Fees and Subsidy disbursed. Please clarify	It will be a workflow based application for all stakeholders.
63	37	2.9.1 (Point 13)	<i>The system should have the functionality to show the compared figure of budget, expenditure for various heads and previous and current year</i>		
64				Please clarify whether this requirement is included in the present scope of eCGICCS	It will be a workflow based application for all stakeholders.
65	38	2.9.1 (Point 21)	<i>The system should have the functionality to show the employee strength, sanctioned, retirement projection, male-female ratio employees, minority ratio, age group of employees, effective working hours etc. in various employee classes</i>		
66				Please clarify whether this requirement is included in the present scope of	As per the scope of work defined in Vol I & II of RFP.

				eCGiCCS	
67	38	2.9.1 (Point 22)	<i>The system should the auction prices for various zones, quantity, quality etc.</i>		
68				Please clarify whether this requirement is included in the present scope of eCGiCCS	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.
69	38	2.9.1 (Point 23)	<i>The system should have the functionality to highlight any vigilance cases and status/progress</i>		
70				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
71	38	2.9.1 (Point 24)	<i>The system should show the details of legal cases along with court order/hearing dates/status etc.</i>		
72				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
73	38	2.9.1 (Point 25)	<i>The system should highlight the Board meeting schedules</i>		

74				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
75	38	2.9.1 (Point 26)	<i>The system should show the item details like parliament queries open for response not attended</i>		
76				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
77	38	2.9.1 (Point 27)	<i>The system should allow to highlight the detail analytic representation of RTI cases and its status</i>		
78				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
79	38	2.9.1 (Point 28)	<i>The system should have the ability to capture data from the e-auction website and present the key data points</i>		
80				Please clarify whether this requirement is included in the present scope of eCGiCCS	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.

81	39	2.9.1 (Point 29)	<i>The system should allow to show the research project details in progress and status</i>		
82				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
83	40	2.9.1 (Point 30)	<i>The system should have the facility to show the progress status of various research projects that are ongoing</i>		
84				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.
85	41	2.9.1 (Point 31)	<i>The system should have the provision to send an alert to all the stakeholders if a meeting request is accepted by the chairman.</i>		
86				Please clarify whether this requirement is included in the present scope of eCGiCCS	As per the scope of work defined in Vol I & II of RFP.

87	54	D.1	<i>The Interface should also include custom enterprise-wide configurable workflows to automate various aspects of Tea Board organization.</i>		
88				Please clarify whether this requirement is included in the present scope of eCGiCCS	Scope of Work As per RFP Vol I and II
89	55	D.1 (Point 4)	<i>Enterprise Search: Enterprise search systems index data and documents from a variety of sources such as: file systems, intranets, document management systems, e-mail, and databases. Many enterprise search systems integrate structured and unstructured data in their collections.</i>		
90				Please clarify whether this requirement is included in the present scope of eCGiCCS	Scope of Work As per RFP Vol I and II

91	57	D.2 (Point 2)	<p><i>Knowledge Management: Knowledge Management manages the knowledge in organization for supporting creation, storage and dissemination of information among the organizational users. It provides the users a one stop and ready access to information thereby increasing efficiency and timeliness by avoiding the rework. It will play a vital role in retaining the information created by employees who are transferred to other organizations or retire. Typical features include configurable workflows, taxonomy, indexing, discussion forums, comment and rate facility,</i></p>		
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			<i>metadata management etc.</i>		
92				Please clarify whether this requirement is included in the present scope of eCGiCCS	Scope of Work As per RFP Vol I and II
93	57	D.2 (Point 3)	<i>Classification, Indexing &amp; Catalogue Services: Classification and indexing plays a key role in content management. It helps in effective archival &amp; retrieval of</i>		

			<i>enterprise content.</i>		
94			<i>Typical features include:</i>		
95			<i>• Accommodate existing Taxonomy providing navigation across all content through virtual tree structure</i>		
96			<i>Crawl and index websites, intranets, network drives, Mail Exchange folders</i>		
97			<i>Ability to provide document summaries &amp; thesaurus of taxonomy terms</i>		
98				Please clarify whether this requirement is included in the present scope of eCGiCCS	Scope of Work As per RFP Vol I and II

99	61	D.4 (Point 1)	<i>Directory Services: A directory service is the software system that stores, organizes and provides access to information in a directory. A directory in software systems is a map between names and values. It allows the lookup of values given a name, similar to a dictionary.</i>		
100				Not sure NIC would permit an external vendor to deploy his monitoring tool to monitor and manage the setup. Please clarify	Scope of Work As per RFP Vol I and II
101	72	2	<i>The monitoring and management should monitor health of software and hardware infrastructure running the eGiCCS Solution covering operating system, database, software components,</i>		

			<i>applications, servers, and other related software and hardware components. It should provide proactive monitoring, alerting and reporting.</i>		
102	Volume I:	7. Technical Requirements  7.1. General Requirements  Page Number-24	Integration of Biometric, Digital Signatures, eSign with eGiCCS.	We assume that the cost of integration will be borne by TBI, Kindly confirm.	The Bidder has to include the cost of integration in his commercial bid.
103	Volume I:	7.3.1. Payment and SMS Gateway  Page Number-25	National Payment Gateway and SMS Gateway may also be used for this project and proposed solution should have the facility to integrate with these gateways.	Please provide estimated number of SMS and online payment transaction per year.	As on date around 1,00,000.
104	Volume I:	7.2. Solution and Technology Architecture 7.2.1. Application Architecture Page Number-25	Application Architecture to be proposed by the bidder should be of N-tier architecture.	As mentioned in various parts of the RFP, the Application needs to have a Three Tier Architecture. Kindly Confirm.	As per RFP.

105	Volume I:	<p>Functional, Technical and Operational Requirements</p> <p>7.4.1. Envisaged Arrangement for DC- DR Requirement</p> <p>Page Number-27</p>	<p>The NOC (network operation centre) of cloud data centre may provide managed services</p>	<p>We request TBI to clarify, whether there will be requirement of providing 24X7 support or not? If yes Please provide the manpower requirement details?</p>	<p>As per RFP.</p>
106	Volume I:	<p>Functional, Technical and Operational Requirements</p> <p>7.4. Deployment Environment and Strategy</p> <p>7.4.1. Envisaged Arrangement for DC- DR Requirement &amp;</p> <p>7.4.2. Indicative VM configuration -Page Number-29</p>	<p>1. Deployment Environment and Strategy</p>	<p>We request TBI to kindly provide the following information:</p> <ol style="list-style-type: none"> <li>1. What would be the clock speed of processor?</li> <li>2. We need clarification on the connectivity between the storage and the server? E.g. FC/SAS</li> <li>3. What would be the disc type of storage? e.g. SAS/SATA/SSD</li> <li>4. What would be the RAID? E. g. 1/5/10</li> <li>5. Whether the storage capacity is usable or Raw?</li> <li>6. Is it going to be a centralize storage or stand alone?</li> <li>7. As the no. of server required is more so SAN switch is required? Please clarify on the same.</li> <li>8. We need to understand the connectivity between</li> </ol>	<p>The bidder is advised to visit the NIC Data Center. TBI would facilitate the visit.</p>

				tea board Head quarter office and other offices?	
107	Volume I:	Functional, Technical and Operational Requirements 8.2.Data Migration Page Number-32	Data Migration	<p>We need to understand the infrastructure details of existing application along with server storage capacity and version of SQL if available, as this will have substantial impact on Time and Effort.</p> <p>Hence we request TBI to provide details on the same.</p>	The bidder is advised to visit TBI on any working day and collect details.

108	Volume I:	10.Training &Evaluation Requirement Page Number-35	10.1. Training	We request TBI to provide the estimated number of users which needs to be trained also interval at which the training sessions are envisaged. Also, we understand that TBI has Departmental users at different states. We assume that the training is to be provided at a central location only? I.e. Kolkata. Kindly Confirm.	Please refer Point 10.2 of Vol-I
109	Volume I:	Functional, Technical and Operational Requirements 14. Annexure: Bill of Material Page Number-49	Enterprise Management System Subscription Cost for 5 years	We assume that the term “Enterprise Management System” refers to the developed e governance. Application.  Kindly Confirm.	EMS not required.
110	Volume II	3. Scope of Work, 3.2. Recurring – Annual, Page Number-11	e. Minor changes in the existing modules, including addition/ deletion of fields, development of web service for external connectivity, changes in MIS report format and new report generation, integration of App with other State/ GoI apps using web service etc. should be done free of cost by the selected bidder during the currency of contract.	As per standard industry practice, the definition should be in terms of man-hours effort because new web service development may take less time of 4 hours or more than 1 day depending upon the requirement and complexity.	As per RFP.

111	Volume II	3. Scope of Work, 3.3. Detailed Scope of Work and Activities, Page Number-12	viii. Application development for Citizen and Business Centric services	Please specify estimated number of users for the envisaged application.	As on date around 15,000.
112	Volume II	3.3.Detailed Scope of Work and Activities  I. Preparation of the Project Plan and the Inception Report  Page Number-14	vi. Data Migration, Data Entry, Data Digitization Roadmap	Please explain about the data to used, entered, digitized and Migrated in this Project  What is expected data size to be handled in this Project Please provide the clarity on the data types and formats.	As per RFP.
113	Volume II:	7.7.13. Evaluation of Technical Bids  Page Number-37	Proposal Presentations	We request TBI to intimate the selected bidders at least 7 Working days before the decided date of Presentation.	Date of presentation is fixed for 14th December, 2016
114	Volume II:	7.10.5.PerformanceBankGuaranteePage Number-49	If the bidder delays PerformanceBank Guarantee beyond 15 working days, TBI will penalize the bidder by charging 1% of the quoted value per week of delay.	Furnishing of aPerformance Bank Guarantee needs to be preceded by Contractual review by the Internal Team of the Organization, further, Any Nationalized Bank takes around a week to follow Its process and approval mechanism. Hence we request TBI to modify the clause as:If the bidder delays Performance Bank Guarantee beyond30working days, TBI will penalize the bidder by charging 0.25	As per RFP.



				% of the quoted value per week of delay.	
115	Volume II:	Scope of Work, Commercial Specifications and Bid Process Management Form 2C/2: Details of Data Digitization (Scanning and Data Entry Cost) Page Number -94	8.4.7. Form 2C/2: Details of Data Digitization (Scanning and Data Entry Cost) High resolution Image Scanning (Promotional Photographs)	We request TBI to confirm that the Scope includes just scanning of High resolution images. And there is no GIS mapping is involved.  Kindly Confirm.	As per RFP.
116	Annexure FRS	1.3. Periodic Report & Review Dashboard Service, Page Number 12	1. System should present customized dashboards and reports to the users based on their role	Please specify total number of customized dashboards.	As per RFP.
117	Annexure FRS	1.3. Periodic Report & Review Dashboard Service, Page Number 13	14. System should incorporate business intelligence to compare various results from the dashboard where applicable	Please elaborate on business intelligence sought from the dashboard for comparison of data.	Various reports required for TBI for administrative purposes and decision making

118	Annexure FRS	1.3. Periodic Report & Review Dashboard Service, Page Number 13	15. System should have the provision to integrate with existing NSE-IT auction system and represent the desired report and numbers in the portal for internal and external users as per the role and classification of data	It is assumed that roles and classification of data will be available for NSE-IT data (external application)	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.
119	Annexure FRS	2.1.1. Functional Requirements Page Number-16	Multi-Lingual	<p>What is the scope of multi lingual requirement included in the solution?</p> <p>Please clarify whether Form and labels as well as entry field need to be multi lingual in nature?</p> <p>In that case, what are the different languages which need to be incorporated in the developed system?</p>	English and Hindi
120	Annexure FRS	2.9.1. Functional Requirements, Page Number-37	10. System should incorporate business intelligence to compare various results from the dashboard where applicable	What kind of "Business Intelligence" is sought from the dashboard for comparison of data. Kindly clarify.	Various reports required for TBI for administrative purposes and decision making

121	Annexure FRS	2.9.1. Functional Requirements Page Number -36	<p>Should have functionality to show and analyse data of tea usage, areaextension/replanting/uprooting, size wise, age group wise, zone/district/geography and period as applied and required should have functionality to show production, category wise, type (EF/BLF) wise, SGand BG wise, zone/district/geography and period as applied and required.</p> <p>Should have functionality to show export/import – category wise, type wise, countrywise, geography and period as applied and required</p>	<p>We understand that the context means the system should be capable of showing and analyzing data.</p> <p>Is the mapping part is in the scope of bidder, Please clarify?</p> <p>If yes, kindly specify the geographical area for which data is to be prepared along with the Data Model.</p>	As per RFP.
122	Annexure FRS	L.1.2. Renewal of Licenses, Certificates etc. Page Number 45	Case B: Offline Application Submission. The system should allow authorized Tea Board users to upload the offline applications in to the system	<p>Please confirm if the application received in hardcopy format will be hand written or computer printed.</p> <p>Is there any requirement for OCR reader for offline application case?</p>	As per RFP.

123	Annexure FRS	DV.1.1. Development Schemes, Page Number-50	Application Processing (Verification, Clarification & NOC, Inspection, Processing) 22. The system should allow the concerned official to issue digitally signed NOC and notification to the applicant. The same should be downloadable by the applicant.	Please confirm if the license, NOC or any other approved document is to be sent over email to users. If so, who (TBI or bidder) shall bear procurement & supply of email gateway.  Kindly confirm.	DSC cost to be built into the solution proposed by bidder
124	Annexure FRS	DV.1.1. Development Schemes, Page Number 50	Application Processing (Verification, Clarification & NOC, Inspection, Processing)  23. The system should allow the applicant to update the field activity through online and offline mode	Please clarify on the offline mode for update of field activity.	Download fillable form from the portal, fill it, convert it into XML format and then upload it later on in the portal

125	Annexure FRS	L.1.Licensing ,Page Number -42	s. In addition, as a key regulator of the industry and to ensure imports and exports of quality tea in and outside the country, Tea Board has put in place an online checking system called “Tea Council” which has started functioning from June 2013. The monitoring of the entire activities of the system including upgradation of the system from time to time is being done by Licensing Department. It is worth to mention here that this system demands close day to day monitoring to facilitate quality export and import.	Please specify the scope of functionality of this section.	Existing Tea Council software of TBI to be integrated with the proposed solution by bidder.
126	Annexure FRS	L.1.Licensing , Page Number -42	t. The department is also responsible for monitoring e-auction activities on a day to day basis, (e-auction of tea, e-auction of tea waste) and addressing the concerned issues on priority level to facilitate tea trade. Publication of Tea Directory is also of prime importance to this	Please specify the scope of functionality of this section.	Existing e-Auction software of TBI to be integrated with the proposed solution by bidder.

			department		
127	Annexure FRS	L.1.1. Licenses, Registration Certificates and NOC, Page Number -43	7. The system should allow authorized Tea Board users to upload the offline applications in tothe system.	Please specify the expectations of offline application submission. It is assumed that the application details will be entered manually in the system by the authorized Tea Board through standard application form in the name of applicant. OR is there a requirement of OCR software for the same?  Please confirm.	As per RFP.
128	Annexure FRS	L.1.1. Licenses, Registration Certificates and NOC, Page Number -43	8. The system should allow partial saving of the application with temporary acknowledgement number	Please explain partial saving of the application.	Feature to allow registered users to fill in application forms at different point of time and facility to save the same before final submission.
129	Annexure FRS	L.1.1. Licenses,Registration Certificates and NOC,Page Number -43	8. The system should allow partialsaving of the application with temporary acknowledgement number	Please explain thepurpose of temporary acknowledgement number. What will happen to it after AIN generation on successful completion/submission of the application?	Feature to allow registered users to fill in application forms at different point of time and facility to save the same before final submission.

130	Annexure FRS	L.1.2. Renewal of Licenses, Certificates etc.,  Page Number -46	15.The system should allow verification of data with other departments like statistics etc. as applicable	Please elaborate on this requirement.	The system should allow verification of data with Tea Council Software, Export Return filed by users in the proposed software, Loan defaulter module developed in the software, e-Auction Software, AADHAAR Database etc.
131	Annexure FRS	L.1.3. Cancellation of Licenses, Certificates etc.,  Page Number -47	7.The system should not allow processing of any other applications where the rejected license/certificates are supplied	Please clarify whether the pending/new applications will not be processed for rejected licenses/certificates for that particular applicant or for that particular location/district/geography etc.  Please clarify.	As per RFP.
132	Annexure FRS	DV.1.1. Development Schemes,  Page Number -49	12. The system should allow to upload the scanned challans and update the system about the successful payment	Please specify if there is a need of OCR software for the same.	As per RFP.
133	Annexure FRS	DV.1.1. Development Schemes, Inspection  Page Number -50	24. The system should schedule the field inspection and give notification and alert to applicant and concerned official for field verification	It is assumed that department user will schedule the inspection. Please confirm.	As per RFP.
134	Annexure FRS	DV.1.3. Revolving Corpus Fund, Page Number -53	4. System should account the transaction as per the finance rules	It is assumed that the finance department user will perform the operation manually and system will transact and store the records of the same. Please confirm.	As per RFP.

135	Annexure FRS	D.1. Portal, 2.G2C & G2B Interface:  Page Number -54	It should provide information from diverse sources across Tea Board in a unified way. Access to information and services may vary depending on the status of the user, whether anonymous or registered.	Please differentiate on the features available to anonymous user and registered user.  Please provide information.	As per RFP.
136	Annexure FRS	D.1. Portal, 3 G2G Interface, Page Number -55	12. Report generation without any manual intervention	Please specify the format, number of reports and frequency of auto-generated reports from the system.	As per RFP.
137	Annexure FRS	D.3. Communication, Page Number-59	3 Mobile Device Support: It will facilitate accessing portal services through mobile devices like PDA, tablet computers etc. It helps in connecting to portal service on-the-go and also from remote locations. In future if Tea Board introduces digital field survey mobile devices, then they should be compatible with portal applications for exchange of data/information.	Please specify scope and functionalities expected from the mobile app of the TBAS solution.	As per RFP.
138	Annexure FRS	DV.1.1. Development Schemes, Inspection  Page Number -50	24. The system should schedule the field inspection and give notification and alert to applicant and concerned official for field	It is assumed that department user will schedule the inspection. Please confirm.	As per RFP.



			verification		
139	Annexure FRS:	D.3. Communication  Page Number-59	Social Networking	Kindly specify the scope of Social media? Who will provide the content?	As per RFP.
140	Volume III	21. Liquidated Damage  Page Number-27	A sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week	Request TBI to modify the clause:  A sum of 0.25% of the value of the deliverable which suffered delay or gross negligence for each completed week	As per RFP.
141	General	Additional Manpower requirement		RFP is silent about to accommodate the additional requirement (if any) comes during the requirement phase considering the overall project perspective.  Hence, it is recommended to keep the provision to accommodate additional requirement (if any) as per change request mechanism.  In view of same, it is recommended to provide resource man- month rate as optional in financial quote.  Please provide the financial format for the same.	As per RFP.

				*Note – This optional quote for resource man-month will not be part of commercial evaluation.	
142	Volume III	SLA for Implementation Page Number-88	Delay of each week will attract a penalty of 2% of the milestone amount as per the payment terms.	Request to modify the clause: Delay of each week will attract a penalty of 0.5% of the milestone amount as per the payment terms.	No modification
143	Volume III	Handholding Manpower Page Number-95	Rs 500 /-per day of absence per person.	The deployed person  Rs 500 /-per day of absence per person.	As per RFP.
144	General	GCC and SCC Clause		We request TBI to keep provision of contractual clause discussion (GCC & SCC) and change in any clause with mutual consent during negotiation and contract signing stages.  We request you to kindly confirm.	As per RFP.

145	Volume II:	7.2. Important Dates Submission of bids Page Number-26	Last Date of Submission Monday, 12th December 2016 3:00 pm	Looking at the scope and complexity of the project the last date of submission i.e. 12.12.2016 does not leave the bidders with sufficient time to formulate a comprehensive and competitive bid,  Hence we request TBI to extend the date to 15 Working Days from the date of Publishing the Corrigendum	As per RFP.
146			SRS Sign Off- T+6 Weeks	Please allow us 12 weeks from SRS sign off for the development; Subsequent activities should be adjusted/postponed accordingly. This should be reflected in all respective locations such as Payment Schedule, SLA, and other sections of RFP	As per RFP.

## 4. Revised Commercial Proposal

### 8.4.3. Form 2: Commercial Proposal

S. No	Particulars	Basic price (INR) [A]	Service Tax (%)	Service Tax (INR) [B]	VAT (%)	VAT (INR) [C]	Any other Tax (INR) [D]	Total (A+B+C+D)
1	Total Capital Cost (Format 2A)							
2	Total Operation & Maintenance Cost (Format 2B)							
3	Total Data Digitization & Migration Cost (Format 2C)							
4	Total Training Cost (Format 2D)							
5	Hand Holding Cost (Format 2E)							
6	Supply of Manpower Cost (Format 2F)							
7	<b>Help Desk Cost (Format 2G)</b>							
<b>Total Cost( In Figure)</b>								
<b>Total Cost( In Words)</b>								

**Form-2G: Help Desk**

S No	Help Desk	No. of Resources (X)	Unit Rate (Cost Per Person) per Month (Y)	No. of Month (Z)	Sub - Total Cost (T1= X*Y*Z)	All applicable taxes on T1 (Indian rupees) (T2)	Total (T1+T2)
1.	Cost for Help Desk Support	2		60			
	<b>Total (in word)</b>						