

CLARIFICATIONS ON QUERIES ON THE REQUEST FOR PROPOSAL (RFP) PUBLISHED BY THE BOARD FOR REQUEST FOR PROPOSAL FOR SELECTION AND APPOINTMENT OF A SYSTEM INTEGRATOR FOR E-AUCTION PLATFORM OF TEA AT JORHAT, ASSAM

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1	Bid Schedule and Address	4	Sl. No. 5	Last date and time for Bid Submission - 26th December, 2018 at 3.00 PM	NSEIT requests that the Bid submission timeline be extended by one more month OR that additional one month time be provided after the submission of bids so that this additional one month can be used to procure the required certificates.	The last date of submission of the RFP has been extended up to 4th January, 2019 3 P.M. and Bid opening date will be 7 th January, 2019 at 3 P.M.
2	Annexure D (Details of Technical Specifications)	32	Part I and Part II	STQC Certification is required	<p>It is requested that the STQC certification requirement be relaxed for the existing vendors involved in e-Auction process since the system capability is already proven to Tea Board and its current stakeholders</p> <p>It is requested that the STQC certification requirement be relaxed since the same is sometimes a time consuming process</p>	No change

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3	Minimum Eligibility Criteria	12	7(2)	The applicant should be CMMI level 5 certified IT company for private companies and CMMI level 3 certified for Govt institution / Govt undertakings etc	Kindly allow and consider market places not required to have CMMI Level 5 certificate to participate. In that case, the e-Market companies may please be allowed to participate in consortium with IT companies having CMMI level 5 certification.	Accepted. However, the complete responsibility of the project including managing of the IT company will vest with the primary bidder itself. The complete details of the consortium or JV should be disclosed at the time of submission of the bid along with the documentary evidence.

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4	Brief Scope of Work	8	6 (3)	The bidder shall also provide logistics support to the buyers for facilitating delivery of sold teas to the purchasers.	Does it mean that the System Integrator is responsible for delivering the purchased tea at the buyer's doorstep? If yes, how the charges towards logistics will be finalised? If not, please clarify the detail role of SI in providing logistics support.	The bidder is responsible for providing logistical support for delivering the purchased tea at the buyer's doorstep at a mutually agreed cost.
5	Brief Scope of Work	8	6(7)	SI shall prepare the specification for cloud platform, i.e., CPU, RAM, storage, required software, scalability, redundancy, etc.	When these specifications have to be submitted?	At the time of submission of bid.
6	Brief Scope of Work	9	6(8)	Therefore the need of setting up of a physical centre at Jorhat has to be assessed by the bidder...	Is it compulsory to set up a physical auction centre? If compulsory who will bear the cost for the same?	The assessment for setting up of physical centre has to be assessed by the bidder and if required to be set up, the same has to be done at the cost of the bidder.

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7	Brief Scope of Work	9	6(9 iii)	Online valuation of teas offered in the auction.	What does online valuation mean? What will be the role of SI in valuation of tea?	The system should have a programme to evaluate the teas based on the defined parameters which includes characteristics, type of tea, etc...The bidder should suggest the best method to be adopted for the purpose.
8	Brief Scope of Work	9	6 (9 iv)	Fixation of base value of teas to be sold in the auction in consultation with the concerned seller	Who will fix the base value of tea?	The detailed has already been provided in paragraph 9 (iv). The bidder may or may not engage a third party for the purpose. However, the details of the third party if engaged have to be provided to Tea Board as per clause no 22 of the published RFP.
9	Brief Scope of Work	9	6 (9 viii)	Publishing online trading reports & analytics after completion of each auction sale	Who will prepare the online trading reports & analytics?	Bidder has to prepare the online trading reports and the process to be followed has to be submitted in detail along with the proposal.
10	Brief Scope of Work	9	6(9 xi & xii)	XI. Collection and tasting of samples (Organoleptic). XII. Chemical testing of samples on random basis.	Are there any certified agencies /experts authorized by the Tea Board for this purposes?	No
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NO	Brief Scope of Work	NO	6 (xi to xv)	Points from xi to xv	Is the Tea Board going to help in creating a network of registered experts, samplers and warehouse management/Tea storage chains?	No, the responsibility lies with the selected bidder at their own cost.
11	Brief Scope of Work	9	6 (xi to xv)	Points from xi to xv	Is the Tea Board going to help in creating a network of registered experts, samplers and warehouse management/Tea storage chains?	No, the responsibility lies with the selected bidder at their own cost.
12	Brief Scope of Work	9	xv	Facilitation of post-sale activities including collection and settlement of auction proceeds.	What are the post sale activities?	Online settlement of payments after completion of sale.
13	Brief Scope of Work	11	20	For obtaining such registration/license, the selected bidder has to submit application to tea board with requisite application fee. The validity of the license shall be as per the existing Act and Control Orders of Tea Board.	What is the amount of application fee and what will be validity period of the licence?	The license fees as per existing guidelines are as follows: <u>Auction Organiser-</u> Fresh- Rs. 2,00,000/- (For one year) Renewal- Rs. 1,25,000/- (For one year) <u>Broker</u> Fresh- Rs. 90,000/- (For one year) Renewal- Rs. 56,000/- (For one year) <u>Warehouse</u> Fresh- Rs. 14000/- (For three years) Renewal- Rs. 14000/- (For one year)
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NO		NO				
14	Deposit of Bank Guarantee	21	Example	<p>Example:</p> <p>Total value of tea sold in the auction in FY 2017-18 = 580 mkg. Average auction price = Rs. 134/- Total sale value of tea = 580 mkg x 134/- = 7772 Crores Due to Tea Board = 7772 Crores x 0.05 % = 3.88 Crores Performance guarantee to be deposited 3.88 Crores x 10 % = 38 Lakhs</p>	<ol style="list-style-type: none"> 1. What will be the average quantity of tea for sale at Jorhat, Assam? 2. Average price of Tea sold at Jorhat, Assam? 3. Expected business volume at Jorhat, Assam for minimum 3 years? 	Please refer to clause no 17(2) of the published RFP.
15	Brief Scope of Work	8	2	The sale of teas shall be facilitated by the bidder from the manufacturing unit itself or from a centralized warehouse located nearer to the tea producing units/auction center.	Kindly elaborate	The teas to be sold in auction can be kept either at the manufacturing unit or in a centralised warehouse located nearer to the producing areas/ auction centre.
16	Brief Scope of Work	8	5	However, the broad guidelines/rules of conducting auctions shall be provided by Tea Board for smooth running of the platform and for benefit of the trade.	please share broad guidelines/rules of conducting auctions for smooth running of the platform and for benefit of the trade to refer and for broad clarity	The rules will be prepared by Tea Board based on the selected model and after due consultation with stakeholders.

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17	Brief Scope of Work	9	9 (VII)	Facility for tracking status of transactions.	Please brief it for better understanding and clarity.	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...
18	Brief Scope of Work	9	9 (XI to XVI)	<p>XI. Collection and tasting of samples (Organoleptic).</p> <p>XII. Chemical testing of samples on random basis.</p> <p>XIII. Distribution of free trade samples to the eligible buyers.</p> <p>XIV. Delivery of teas to the buyer destination</p> <p>XV. Facilitation of post-sale activities including collection and settlement of auction proceeds.</p> <p>XVI. Any other required activity.</p>	<p>Please elaborate the complete scope of work (All SIX 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 centers 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>-Cost of Delivery of Tea and Distribution of free trade sample should must be absorbed by Tea Board OR End User. It is practically not possible to forecast the expense we will incur.</p> <p>-Please share detail of your existing service provider through whom the said activity are carried out</p>	<p>1. The method of collection, testing, etc. has to be provided by the bidder as Board is seeking a complete different model from the existing one.</p> <p>2. Samples have to be collected from centralised warehouses/factories located in and around of Jorhat.</p> <p>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..</p>
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NO		NO				
19	Brief Scope of Work	10	15	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.	Ref. to this point, Kindly share the number of resources (TEAM size) who will be required to be deployed for the multiple locations of Tea Board. Their infrastructures like software and hardware peripherals for doing daily routine activity at premises of the client. (e.g. phone, internet, computer system, printer, furniture, etc...) Will these (infrastructure) be borne by the SI or Tea Board for the deployed resources??	The team size has to be finalised by the selected bidder to ensure efficient running of the system. No cost will be shared/ borne by Tea Board.
20	Brief Scope of Work	10	17	The bidder shall provide 12x6 (hrs/days) help desk. The help desk should be responsible to receive the call& replying to e-mails given by the stakeholders	Ref. to this point, the help desk should be available at Tea Board's multiple locations ?? OR Centralize helpdesk should be available at Tea Board's Jorhat only?? Kindly clarify.	Should be decided by the bidder in such a manner so that the system runs efficiently without any hindrance.
21	Annexure D (Details of Technical Specifications)	32	Part-1 (J)	IT security and vulnerability audit report by a third party, not more than six month old.	As per the norms such Audits are carried out on yearly basis hence the one we have is more than SIX months old but not a year old. Board is requested to entertain the same. If we opt for new, it will take a month time.	IT security and vulnerability audit report should be valid at the time of submission of bid.

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22	Submission of Tender Fees	5	2. (i & ii) Submission of Tender Fees and EMD. (ii) EARNEST MONEY DEPOSIT (EMD)	i) TENDER FEES: Cost of the Bid Document is 5,000/- (Five Thousand) only. This amount shall be deposited by NEFT/RTGS to: Bank Name: State Bank of India Account No: 11107799307 Account Name: "Tea Board Tea Fund Collection" IFSC: SBIN0000144, Branch Code: 0144. Branch: N.S. ROAD, Kolkata. An EMD amount of 5,00,000/- (Rupees Five Lakhs only) shall be deposited to the same account number as mentioned above	Also request you to provide exemption in EMD under NSIC certification.	No Change
23	Payment Terms	18	11.2	The transaction fees to be paid by sellers and buyers online for the sold lots along with the payments of the goods by the buyers shall be deposited to a common settlement account in the name of Tea Board maintained with the settlement Bank designated for the purpose. The subsequent transfer of sale proceeds to the sellers and the transaction fees to Tea Board shall also be made from the settlement account after deduction of statutory dues like TDS, TCS, etc..	This process does not have mention of transfer of transaction fees to the system integrator. The same may please be clarified/ incorporated in the tender.	Please refer to Clause No 11(3) of the published RFP.

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24	Technical Evaluation	15	3 (Stage 2)	The top three (3 nos.) proposals in stage 1 will be called for making presentation/walkthrough before a committee as part of evaluation process and marks will be awarded based on the presentation made on the Technology	What happens if less than 3 bids qualify?	The firms those will score 60% and above shall qualify in stage-1 (Technical evaluation) and will be called for stage 2. The qualifying percentage in stage 2 shall be 60% and above. Those who qualify both in stage 1 and stage 2 will be called for commercial bid opening and their total score of stage 1 and 2 will be considered as the total technical score.
25	Technical Specification- Annexure D	32	Part 1 (h)	ISO 27001:2015	According to the International Organisation for Standardization, ISO 27001:2013 is the last version available for Information Security Management system, and ISO 27001:2015 doesn't exist. Hence we suggest to mention the requirement as ISO 27001:2013.	Copy of ISO 27001:2013 is required to be submitted in place of ISO 27001:2015. Rest of the details remain unchanged.
26	Brief Scope	10	13	All the contents of the e-Auction portal should be in English as well as in Hindi.	It is assumed that "all contents" referred to here indicates "white labelling" of the portal's menu and labels only. Kindly confirm.	Yes

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27	Other Terms & Conditions	23	16	A compliance certificate to be issued by bidder each half year in January and July.	It is assumed that the certificates attained from various certifying agencies are to remain valid at the time of presentation to the board (every 6 months), and does not entail a re-certification after every 6 months. Kindly confirm.	Self certification in respect of compliance of all Govt. guidelines, etc.. has to be provided by the bidder twice in a year i.e. January and July
28	6	8	5	However, the broad guidelines/rules of conducting auctions shall be provided by Tea Board for smooth running of the platform and for benefit of the trade	Because this will be an innovative channel of sales, we propose that the Guidelines/Rules be formulated in consultation with the winning bidder.	Guidelines will be formulated in consultation with the bidder and stakeholders under the existing rules/regulations/notifications of the Govts.

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29	Technical Evaluation	14 & 17	9.1	Technical Evaluation	<p>We appreciate the evaluation method to be followed which is a Combined Quality Cum Cost Based System (QCBS) evaluation method. However since the Tea Board has sought the System Integrator to design, develop a modern, innovative, user friendly and secured model for conducting tea auctions, hence we suggest a few changes in line with the best industry practices being followed in terms of QCBS evaluation. Our suggestions are:</p> <p>a. While “normalization” is being done in case of the Commercial Bid Evaluation in this tender, “normalization” also needs to be similarly done for Technical Evaluation</p> <p>b. 70% weightage may be given for evaluation of the Technical Bid (in place of 60% weightage), and 30% weightage (in place of 40% weightage) for the Financial Bid</p> <p>c. The minimum qualifying score for technically qualifying may be made 70 marks (in place of 60 marks) out of 100. Please refer Annexure 1 for our proposed process</p>	No Change

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30	Annexure D	33	Part-2 (Sl. No. 1	Ability to handle concurrent users which may further increase over period of time.	As per practical experience, the concurrent users should not go beyond 3000 at a particular time. Accordingly, the clause may be relaxed.	The clause is amended as follows: <u>Scoring Remarks</u> 5000-10000-4 3000-5000-3 <3000-2