



**Response to Pre-Bid Queries  
For  
REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR  
FOR  
Implementation of Comprehensive IT Governance Solution for Tea Board of India  
Tender No. : IT/e-Gov./2013 Date: 20.11.2015**

**Date: 08.12.2015**



**Tea Board of India  
(Under Ministry of Commerce & Industry, Government of India)  
14, B.T.M. Sarani, Kolkata - 700 001**

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	Vol I	6.2 Technical Qualification Criteria- c. Application Hand Holding support manpower. Pg#32	The mentioned resources (minimum 30 resources should be provided for a period of 3 months during the support phase of the project)	For large System Integrators, it will be difficult to hold the same resources till the support phase of the project. So if the same resources are not available, we will deploy similar or better resources	As per RFP
2	Vol I	6.2.1.a; 28; Technical qualification criteria; Past Experience and Capability of the responding firm; System Integration projects	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <p>a. Software development/Customization  b. Hardware delivery and commissioning  c. Training  d. O&amp;M in last 5 financial years ending 2014-15.</p> <p>Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 5 Crore shall be considered for evaluation. If the average of the project value of the 3 citations is:</p> <p>&gt;INR 15 Crores = 5 points;  &lt;INR 15 crores but &gt;= INR 10 crores = 3 points;  &lt;INR 10 crores but &gt;=INR 5 crores = 1 points; else 0.</p>	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <p>a. Software development/Customization  b. Hardware delivery and commissioning  c. Training  d. O&amp;M in last 5 financial years <b><u>as on date of submission of bid</u></b></p> <p><b><u>Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 3 Crore shall be considered for evaluation. If the average of the project value of the 3 citations is:</u></b></p> <p><b><u>&gt;INR 10 Crores = 5 points;</u></b>  <b><u>&lt;INR 10 crores but &gt;= INR 5 crores = 3 points;</u></b>  <b><u>&lt;INR 5 crores but &gt;=INR 3 crores = 1 points; else 0.</u></b></p>	Refer to corrigendum - I

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
3	Vol I	6.2.1.b; 29; Technical qualification criteria; Past Experience and Capability of the responding firm; Software Solutions	The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years ending 2014-15 and each project having a minimum value of INR 1.5 crore (for software development/ customization and software Support component only). Each project should have minimum 2 components from the list below: - Portal - Web based Application - Electronic/ Online Application -- Forms/Application Customization - Workflow Automation > 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 3 points; 2 Projects - 2 points; else 0.	The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years <b><u>as on date of submission of bid</u></b> and each project having a minimum value of INR 1 crore (for software development/ software implementation/customization and software Support component only). Each project should have minimum 2 components from the list below: - Portal - Web based Application - Electronic/ Online Application -- Forms/Application Customization - Workflow Automation <b><u>&gt; 4 Projects – 5 points;</u></b> <b><u>3 Projects - 4 points;</u></b> <b><u>2 Projects - 3 points;</u></b> <b><u>1 Project - 2 points; else 0. Maximum 4 citations to be provided</u></b>	Refer to corrigendum - I
4	Vol I	6.2.1.d; 30; Technical qualification criteria; Past Experience and Capability of the responding firm; Quality certification of the bidder	CMMi certification CMMi Level 3 - 1 Mark CMMi Level 4 - 2 Marks CMMi Level 5 - 5 Marks	CMMi certification CMMi Level 3 - 1 Mark CMMi Level 4 - 4 Marks CMMi Level 5 - 5 Marks	As per RFP

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5	Vol I	Pg.No-93; under Utility Software. SL. No: A.1	Enterprise Management Systems (Application Monitoring, Help Desk, Patch Management).	There are 2 different versions of Enterprise Management Systems in respect to solution areas to cover; which includes: Application Monitoring, Help Desk.	Refer to corrigendum - I
6	Vol I	Pg-48, SL. No: 7	Enterprise Management Systems (Application Monitoring, Help Desk).	But the technical specifications are of Help Desk ( Service Desk), Application Performance Management respectively. <b>Patch Management</b> was not a part of requirement in the previous RFP document.	Refer to corrigendum - I
7	Vol I	6.1, Serial no 4. Page no 25	Annual Sales Turnover generated from Information technology (IT) services during the last three (3) financial years (FY 12-13 ,FY 13-14 and FY 14-15) as per published balance sheets must be Rs. 50 Crores or more for each of the last 3 years	We request you to modify the minimum Turnover to at least Rs 100 Crores. As this will enable more participation and serious competition among the well established System Integrators.	As per RFP
8	Vol I	6.2, 1d, Page no 30	CMMi Level 3 - 1 Mark CMMi Level 4 - 2 Marks CMMi Level 5 - 5 Marks	Please modify the point system as below  CMMi Level 3 - 3 Mark CMMi Level 4 - 4 Marks CMMi Level 5 - 5 Marks	As per RFP
9	Vol I	6.2, 1e, Page no 31	If the Average Turnover for last 3 Financial Years is >=Rs. 50 Crore but <200 Crores - 1 Mark >=Rs. 200 Crore but <300 Crores - 2 Marks >=Rs. 300 Crore but <400 Crores - 3 Marks >=Rs. 400 Crore but <=500 Crores - 4 Marks Above Rs. 500 Crores - 5 Marks	Please modify the point system as below  >=Rs. 100 Crore but <200 Crores - 3 Mark >=Rs. 200 Crore but <300 Crores - 4 Marks >=Rs. 300 Crore but <400 Crores - 5 Marks Above Rs. 400 Crores - 5 Marks	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
10	Vol I	Section 6.2, Pt.1(a), Page No-28	System Integration Projects requirement is from last 5 financial years	Should be relaxed to last 10 years as Turnkey projects are of longer durations.	As per RFP
11	Vol I	6.2 Technical Qualification Criteria- c. Application Hand Holding support manpower. Pg#32	The mentioned resources (minimum 30 resources should be provided for a period of 3 months during the support phase of the project)	For large System Integrators, it will be difficult to hold the same resources till the support phase of the project. So if the same resources are not available, we will deploy similar or better resources	As per RFP
12	Vol I	Form 25, Pg 82	Form 25. Bidder's Authorization Certificate	Can we submit our standard Power of Attorney which authorizes the signatory instead of Form 25	yes, the PoA should be supported by a board resolution as applicable
13	Vol I	Section 5.4.3, Pg. 45	EMD of 20 lacs is required as BG/DD with 12 months validity.	The EMD shall be valid till the bid validity period. So please change the EMD validity to 180 days	Refer to corrigendum - I
14	Vol I	Section 6.3, Pg. 40	The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.	All taxes shall be payable @ rates prevailing on the date of invoicing. So request to exclude taxes from the bid price	refer clause 13.3 (iii) of RFP Vol-III
15	Vol I	Section 7.5, Pg. 41	A Performance Bond of 10% of value of the contract would be furnished by the bidder in the form of Bank Guarantee from a Nationalized / Scheduled Bank.	Request to consider either of the below options for Performance Bond i)Waive the requirement for submission of performance bond ii)PBG value should be linked with the balance contract value and a revised PBG should be taken at every milestone or six months whichever is earlier. This will keep the PBG aligned with the value of the contract not yet delivered	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
16	Vol I	Section-6.1 page-24, Sl No. 2 (Pre-Qualification Criteria)	Company should be registered under Companies Act, 1956	Consulting companies are moving towards LLP and is being allowed in all Govt. tenders now. EY being incorporated in India under the Companies Act, 1956 has converted into EY LLP effective from 1st April 2013 and has participated in various govt. bids. Request to allow EY LLP to participate in the bid	Refer to corrigendum - I
17	Vol I	Section-6.1 page-25, Sl. No. 5 (Pre-Qualification Criteria)	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation in India. Specifically each project should have components of System Integration such as Application Development/customization, Helpdesk/Application Support, Application related training/handholding support necessarily for this project. Total value of such Assignment/Assignments which have gone live in the last 5 years (FY 10-11, FY 11-12, FY 12-13 and FY 13-14 and FY 14-15) should be minimum 5 Crores.	Request to include the following: i. Inclusion of similar Projects for the current FY 15-16 also. ii. Inclusion of similar projects in Non-Government Sector to bring in wider value and experience. iii. Inclusion of on-going projects. iv. Since EY is involved in long duration projects of similar nature, we have received payments for completion of certain project components. We therefore request to consider part payment of the assignments.	Refer to corrigendum - I

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
18	Vol I	Section-6.1 Page-25 Sl. No 8	Responding firm should attach Authorization Certificate (MAF) from the OEM of the Hardware and System Software to be used in this work. Refer : "Manufacturers'/Producers' Authorization Form" for the MAF and complete the associated table provided with the form	Request you to allow the bidder to submit the same after finalization of Bid.	As per RFP
19	Vol I	Section-6.1 Page-26	Details of Sub-Contracting It may be noted that the bidder may enter into a sub-contract with any partner of its choice. The SI would be responsible for all the activities of the Sub-Contractor. Also, it may be noted that, if required, sub-contracting should be limited to below mentioned activities only: <ul style="list-style-type: none"> <li>• Digitization</li> <li>• Application Handholding</li> <li>• Training</li> </ul>	Since the overall responsibilities lies with the bidder, it is requested to allow bidder to choose its own activities for sub-contracting rather than limiting to few specific activities.	As per RFP

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20	Vol I	Section-6.2 Page-28, Sl No. 1a (Technical Qualification Criteria)	The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India / PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below: a. Software development/ Customization b. Hardware delivery and commissioning c. Training d. O&M in last 5 financial years ending 2014-15.	Request to include the following: i. Inclusion of similar Projects for the current FY 15-16 also. ii. Inclusion of similar projects in Non-Government Sector to bring in wider value and experience. iii. Since EY is involved in long duration projects of similar nature, it is requested to include on-going projects also. iv. It is also requested to consider Citations whose value is less than 5 Crore	Refer to corrigendum - I
21	Vol I	Section-6.2 Page-28, Sl No. 1b (Technical Qualification Criteria)	The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years ending 2014-15 and each project having a minimum value of INR 1.5 crore (for software development/customization and software Support component only). Each project should have minimum 2 components from the list below: - Portal - Web based Application - Electronic/ Online	Request to consider projects in the current financial year i.e FY 15-16 and reduce the minimum value of INR 1.5 crore for software development/ customization and software Support component only to INR 50 Lakhs.	Refer to corrigendum - I



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			Application Forms/Application Customization - Workflow Automation		
22	Vol I	Section-6.2 Page-30 Sl No. 1c (Technical Qualification Criteria)	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years ending 2014-15	Request to include projects in the current financial year i.e FY 15-16 Also request to include similar projects in Non-Government Sector to bring in wider value and experience.	Refer to corrigendum - I

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23	Vol I	Section-6.2 Page-31 Sl No. 1e. (Technical Qualification Criteria)	Average Annual Sales Turnover generated from Information Technology (IT) services during the last three (3) financial years (FY 12-13, FY 13-14 and 14-15) as per last published balance sheets Point System If the Average Turnover for last 3 Financial Years is >=Rs. 50 Crore but <200 Crores - 1 Mark >=Rs. 200 Crore but <300 Crores - 2 Marks >=Rs. 300 Crore but <400 Crores - 3 Marks >=Rs. 400 Crore but <=500 Crores - 4 Marks Above Rs. 500 Crores - 5 Marks	Request to consider the max point (5) for 200 Crores.	As per RFP
24	Vol I	Sec 6.1 Page 31		Request to allocate some marks for designing / project management for implementation of similar kind of projects	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
25	Vol I	Section-6.2 Page-32 SI No. 2c. (Technical Qualification Criteria)	<p>Application Hand Holding support manpower The mentioned resources (minimum 30 resources should be provided for a period of 3 months during the support phase of the project) must be a graduate and expert in using the application developed by SI with the following point allocation criteria:</p> <p>Average work experience, in terms of application handholding , of the supplied resources:</p> <p>&gt;=5 years of work experience in related field = 5            &lt; 5 years but &gt;=4 years of work experience in related field = 4            &lt; 4 years but &gt;=3 years of work experience in related field = 3            &lt; 3 years but &gt;= 2 years of work experience each resource would be allocated = 2            for &lt;= 2 years of work experience but &lt; 3 years of work experience each resource would be allocated= 1</p>	Request to consider the profile of Business Analyst, Solution Architect, Technical & Network Specialist instead of handholding support staff as the former resources have a major role in successful implementation of the project.	As per RFP
26	Vol I	Page 40, Clause 7.1 Award Criteria	Final Score = TS*0.7 + CS*0.3	Request to give 80% weightage to Technical score as it would ensure better quality product.	As per RFP

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27	Vol II	3.2.1.4 Preparation of TBAS Application Design Pg# 18	III. Gap infrastructure	Requesting you to provide more details on the existing infrastructure components, how many users would be using the application. This would help us to plan the gap infrastructure detail collection process	As per RFP
28	Vol II	3.2.1.6 TBAS Functional Modules. Pg 22 - point II Using Digital signatures to authenticate existing databases	verification of digital certificates (e.g. a website to authenticate a particular certificate on the basis of certificate details or barcode)	Kindly clarify is the procurement of digital certificate is in the scope of bidder	Yes, Refer to financial form 2A in RFP Vol - I
29	Vol II	3.3.3 Help Desk and Troubleshooting Pg # 31	The selected Bidder as part of provisioning support for TBI users at each location and shall support and resolve the issue as per MSA – SLA (RFP Vol. – III). SI shall arrange a 5 member helpdesk team (2 persons for helpdesk support and 3 persons for Application, System & Database respectively) at TBI premises ( in Kolkata) for coordinating and resolving the user issues/queries.	Kindly clarify if the required infrastructure (Desktops, required system SW, tools, link , furniture , power , cooling ) will be provided by customer	Yes (only furniture , power , cooling)
30	Vol II	5.2 Indicative Minimum Specification for Bill of Material A Network Equipment and Hardware Pg # 38	Recommended Specification: DR management and synchronization tool should be proposed accordingly. The solution must have the capability of automatic and manual (complete or partial) failover and / or fallback from and to TBI's main site.	As per the understanding the DC DR infrastructure is provided by customer . In order to propose the DC management tool , we would be requiring the storage device used , link details , DR location details	Refer to corrigendum - I

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31	Vol II	3.2.1.4 Preparation of TBAS Application Design Pg# 18	III. Gap infrastructure	Requesting you to provide more details on the existing infrastructure components, how many users would be using the application. This would help us to plan the gap infrastructure detail collection process	As per RFP
32	Vol II	General Warranty	Implementation , Operation and Maintenance Phase	As per the understanding , there are no HW component involved . Kindly clarify are there any scope of HW procurement after gap infrastructure report?	HW procurement is out of SI's scope
33	Vol II	3.2.4 Capacity Building / Training, Pg#27	Such trainings and skills will be imparted to all levels of employees involved in the processes pertaining to the services	Please provide the number of employees coming under each level	As per RFP
34	Vol II	3.2.4 Capacity Building / Training, Pg#27	Trainings shall be provided to all the new employees as and when joining the TBI	Please let us know the approximate number of new employees joining TBI per month	As per RFP
35	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Please confirm if SI needs to provide Training material. If so, Training material is paper based / WBT /CD/ PPTs?	Refer to corrigendum - I
36	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Who will provide the infra - pens, white boards, projectors, chalk, duster, paper pins	Refer to corrigendum - I
37	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Who will provide the seating , furniture, systems, network etc for the training sessions?	Refer to corrigendum - I
38	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Is exit test is to done	yes
39	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Is feedback to be collected? Paper / online feedback?	yes
40	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Please confirm if SI can do Train-the-Trainer programme	As per RFP
41	Vol II	Section 3.2.4, Pg#27	Capacity Building / Training	Total how many batches need to be trained?	As per RFP

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42	Vol II	Section 3.2.2, Pg#26	Data Digitisation	Please confirm that the data to be digitized is available centrally at a location and distributed across multiple locations	Refer to clause 3.2.2 of RFP Vol -II
43	Vol II	Section 3.2.2, Pg#26	Data Digitisation	What is the frequency in which the client will verify SI effort and provide signoff	As per RFP
44	Vol II	3.2.1.4 Preparation of TBAS Application Design Pg# 18	III. Gap infrastructure	Requesting you to provide more details on the existing infrastructure components, how many users would be using the application. This would help us to plan the gap infrasturcture detail collection process	As per RFP
45	Vol II	3.2.1.6 TBAS Functional Modules. Pg 22 - point II Using Digital signatures to authenticate existing databases	verification of digital certificates (e.g. a website to authenticate a particular certificate on the basis of certificate details or barcode)	Kindly clarify whether the procurement of digital certificate is in the scope of bidder	yes
46	Vol II	3.3.3 Help Desk and Troubleshooting Pg # 31	The selected Bidder as part of provisioning support for TBI users at each location and shall support and resolve the issue as per MSA – SLA (RFP Vol. – III). SI shall arrange a 5 member helpdesk team (2 persons for helpdesk support and 3 persons for Application, System & Database respectively) at TBI premises ( in Kolkata) for coordinating and resolving the user issues/queries.	Kindly clarify if the required infrastructure (Desktops, required system SW, tools, link , furniture , power , cooling ) will be provided by customer	Yes (only furniture , power , cooling)

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47	Vol II	5.2 Indicative Minimum Specification for Bill of Material A Network Equipment and Hardware Pg # 38	Recommended Specification: DR management and synchronization tool should be proposed accordingly. The solution must have the capability of automatic and manual (complete or partial) failover and / or fallback from and to TBI's main site.	As per the understanding the DC DR infrastructure is provided by customer. In order to propose the DC management tool , we would be requiring the storage device used , link details , DR location details	Refer to corrigendum - I
48	Vol II	3.2.1.4 Preparation of TBAS Application Design Pg# 18	III. Gap infrastructure	Requesting you to provide more details on the existing infrastructure components, how many users would be using the application. This would help us to plan the gap infrastructure detail collection process	As per RFP
49	Vol II	General Warranty	Implementation , Operation and Maintenance Phase	As per the understanding , there are no HW component involved . Kindly clarify are there any scope of HW procurement after gap infrastructure report?	As per RFP
50	Vol II	3.2.1; 16; Solution & Technology Architecture	A centralized architecture (servers and processing at single and central location) has been proposed for the TBAS project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access the application through local or remote terminals using a browser (through internet for external users and through internet or VPN for internal users).	Total number of internal & external users who will access this application	Refer to Table - SLR of RFP Vol - III

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51	Vol II	3.2.2; 26; Solution & Technology Architecture	Data Digitisation	Kindly provide following details 1. Total number of pages to be scanned, 2. Number of metadata tags; 3. Page size (like A4/A3/A2/A1) and what is the %age split of page size, 4. How old are these documents, 5. Are these files in Binded form or loose form 6. Space, electricity, power furniture will be provided by TBAS- kindly confirm. 7. Duration of the project (Timelines)	As per RFP
52	Vol II	3.2.4; 27; Solution & Technology Architecture	Capacity Building / Training	Who will provide the training facility e.g. Space, Computers, Projector, furniture etc. for training to users.	Refer to corrigendum - I
53	Vol II	3.2.1.6 Page 23 Capacity Building and Institutional strengthening to manage Digital Signature:	Procurement of Digital Certificates for the authorized officials from competent certifying authority	Is it vendor responsibility to purchase Digital Certificates? If Yes, then please suggest the no (approx).	Yes, Refer to financial form 2A in RFP Vol - I
54	Vol II	3.2.1.16 Page 25 Compliance with Industry Standards	Information access/transfer protocols SOAP, HTTP/HTTPS	In case of https, who will provide SSL certificate , vendor or NIC ? It is expected that the domain and all IP to access the application will be provided by NIC	As per RFP
55	Vol II	3.2.2 Page 26 Data Digitization	TBI will provide the required data to be digitized.	Is it one time activity or continuous activity through out the tenure of the contract	As per RFP
56	Vol II	3.2.2 Page 26 Data Digitization	TBI will provide the required data to be digitized.	Please provide few sample pages to be digitized for our proper estimation & to understand the condition of the documents.	As per RFP



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57	Vol II	3.2.4 Page 27 Capacity Building / Training	Imparting training in Information Technology (IT), Business Process Reengineering (BPR) and Change Management. A. Such trainings and skills will be imparted to all levels of employees involved in the processes pertaining to the services. B. These would range from senior officers up to the officials working in the field offices	The training will be conducted during roll out of the applications only or refreshment training and training for newly added users required for time to time?	As per RFP
58	Vol II	3.2.5 Page 28 Manpower requirements for Application Handholding support	The project would require provisioning of dedicated manpower at below locations for handholding and support.	It is understood that the manpower requirement for support and handholding is other than training ?	yes
59	Vol II	3.5 Page 29 Scope of Services - Operation and Maintenance Phase	Operations and Maintenance Services for the period of 2 years of onsite warranty/ AMC support from the date of Go-Live	Is it 2 year warranty+ 2 year AMC or total 2 Years for warranty and support	As per RFP
60	Vol II	3.5 Page 29 Scope of Services - Operation and Maintenance Phase	Onsite Warranty support for complete system	In case of phase wise (module wise) delivery how the warranty and maintenance will be calculated?	As per RFP
61	Vol II		Onsite Periodic and AMC support including repair and replacement	Please clarify repair and replacement of which equipment	As per RFP

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62	Vol II	3.3.1 Page 29 Overview of Post Implementation Services	B. Repair or replace ICT components deployed for this Project, either directly or through a third party warranty provider depending on the case C. Replace component due to technical, functional, manufacturing or any other problem with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration and shall be approved by the TBI	Please clarify repair and replacement of which equipment	As per RFP
63	Vol II	3.3.3 Page 31 Help Desk and Troubleshooting	The selected Bidder as part of provisioning support for TBI users at each location and shall support and resolve the issue as per MSA – SLA (RFP Vol. – III). SI shall arrange a 5 member helpdesk team (2 persons for helpdesk support and 3 persons for Application, System & Database respectively) at TBI premises ( in Kolkata) for coordinating and resolving the user issues/queries.	Please confirm key resource support Requirement timeline.	Refer to SLA of RFP Vol - III

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64	Vol II	3.4 Page 31 General Requirements	Asset Management The selected Bidder will perform the following asset management functions with respect to the ICT components deployed :...	The assests belongs to TBI ICT component as we expect that vendor will not supply any ICT equipment other than licenses of systems/w.	As per RFP
65	Vol II	Serial No 22, Page no 12	To set up two seated Helpdesk at TBI premises	As per page no 12, serial no 22, two seater helpdesk has to be established but whereas clause 3.3.3 of Page no 31, of RFP states that the the bidder has to arrange 5 member helpdesk team. Please confirm whether it should be 2 or 5 seater	5 member helpdesk team (2 persons for helpdesk support and 3 persons for Application, System & Database respectively)
66	Vol II	Page -9, point no.3	Application development for all other services	Clarifications required for all other services	As per RFP
67	Vol II	Page - 12, point no.11	Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of the TBI.	Please provide the detail quantity and subject which will cover within this training, also please provide the information regarding complete training cycle for the same.	SI to propose
68	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Please let us know about the proportional breakup of the Standard Scheduled Report in terms of periodicity, as in, how many would be on a daily, weekly, monthly, half yearly and annual schedule etc?	As per RFP
69	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Are there any time sensitive reports that need to be delivered within a specific SLA (especially regulatory reports)? If yes, then please let us know the total number of such reports?	As per RFP

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70	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	What are the estimated numbers of user base who would be accessing the BI-DW solution? Also, what is the expected concurrency?	As per RFP
71	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Please let know the expected number of power users, business users and IT users who need to be trained?	As per RFP
72	Vol II	Section 6.2, Pt.1(a), Page No-28	System Integration Projects requirement is from last 5 financial years	Should be relaxed to last 10 years as Turneky projects are of longer durations.	As per RFP
73	Vol II	Section 3.2.2, page no. 26	Data Digitisation	Do we need to do the data cleaning?	As per RFP
74	Vol II	Section 3.2.4 page no 27	Capacity Building/Training	No. of User to be Trained?	As per RFP
75	Vol II	Section 3.2.4 page no 27	Capacity Building/Training	No. of Batches in which training is to be provided?	SI to propose
76	Vol II	Section 3.2.4 page no 27	Capacity Building/Training	Location Details where trainging is to be conducted?	Refer to "Form 2D: Details of Training Cost" of RFP Vol - I for minimum training locations
77	Vol II	Section Page no. 52	Specification for Statistical Software or BI Tool	Kindly let us know about the various source system present in the current environment. Kindly specify version for all the current source systems?	As per RFP
78	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Kindly let us know if there are any preferred technology platforms for BI & Reporting or you are open for us using any other technology platform. Also, are you open to use open source tools for delivering the solution?	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
79	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Please let us know the total number of reports required to be delivered as a part of the proposed BI & Reporting solution. Kindly elaborate on the proportional break-up of these reports in terms of following: 1. Standard Scheduled Reports (Canned MIS Reports) 2. Statuary / Regulatory Reports (Canned MIS Reports) 3. Analytical Reports	As per RFP
80	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Please let us know about the proportional breakup of the Standard Scheduled Report in terms of periodicity, as in, how many would be on a daily, weekly, monthly, half yearly and annual schedule etc?	As per RFP
81	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Are there any time sensitive reports that need to be delivered within a specific SLA (especially regulatory reports)? If yes, then please let us know the total number of such reports?	As per RFP
82	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	What are the estimated numbers of user base who would be accessing the BI-DW solution? Also, what is the expected concurrency?	As per RFP
83	Vol II	Page no. 52	Specification for Statistical Software or BI Tool	Please let know the expected number of power users, business users and IT users who need to be trained?	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
84	Vol II	Section-3.2.1 page-15	TBI has requested for some allocation from the government cloud. The Virtualization technology is bare-metal based on VMWare. SI has to ensure that the proposed solution functions on the VM environment already available with the cloud operator. TBI will send a request to the cloud data center operator for providing the actual VM configuration as proposed by the selected bidder during their bid response.	Required more details on DR existing infrastructure.	As per RFP
85	Vol II	Section-3.2.1 page-15	The Cloud services should be accessible via internet and private connectivity like Leased line and MPLS links	Required more clarity on connectivity between DC-DR and the redundant mode if any.	As per RFP
86	Vol II	Section-3.2.1.22 page-15	SI will also assist in successful completion of User Acceptance Testing (UAT) and audit of the system.	Required clarity on who will bear the cost of 3rd Party Audit.	Refer to clause 3.2.1.19 of RFP Vol -II
87	Vol II	Section-3.2.2 page- 26	Data Digitisation	Please provide the number and nature of document which will be digitized under this project	As per RFP
88	Vol II	Section-3.3.2 page- 30	SI and the respective OEM/OEM's subscription provider shall provide a comprehensive support & warranty for 2 years from the date of Go Live for all artefacts which would be provided by the SI.	If go-live is happened in different instant in different location then what would the modality of support & warranty.	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
89	Vol II	Section-3.3.3 page- 31	shall arrange a 5 member helpdesk team (2 persons for helpdesk support and 3 persons for Application, System & Database respectively	What is the operation window for helpdesk?	Refer to "c) Hours of Operation (Help Desk) operation" of RFP Vol - III
90	Vol-III	Schedule VI, Pg. 43	TERMS OF PAYMENT SCHEDULE	<p>Continuous phase-based and milestone based payment will boost up overall commitment through better financial viability and and help in sustained and focussed delivery. Also OEMs will require outright payment for the infrastructure, as these are ready items with all lab tests done with. Higher staggered and delayed payments add up to the financial burden of SI.Hence the payment terms shall be modified as mentioned below</p> <ul style="list-style-type: none"> <li>- 100% payment for System Software on delivery and Installation.</li> <li>- 100% payment for Implementation Services till Go-live</li> <li>- 100% payment of training cost upon completion of training</li> <li>- 100% payment for Data Migration upon completion of migration</li> <li>- 100% payment for Site preparation upon completion of sites</li> <li>- Payment for Infra O&amp;M as equated quarterly installment in Advance</li> <li>- Payment for Services O&amp;M as equated monthly installment in Arrears.</li> </ul>	As per RFP
91	Vol-III	Section 13.2, Pg 16	Invoicing and Settlement	<p>Interest on delayed payment is no where given.</p> <p>The invoices raised by the bidder should be paid within 30 days of receipt of invoices, failing which interest @ 1% per month shall be charged.</p>	As per RFP

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92	Vol-III	Page 43	SCHEDULE - VI - TERMS OF PAYMENT SCHEDULE	Any implementation project commands huge investment at the start of the project. In view of the same, request to allocate 10% of the total work order value as advance / resource mobilization at the start of the project. This is a common practice in most of the govt. / non-govt. system implementation projects.	As per RFP
93	Vol-III	Under Post Implementation SLA Page 85	Post Implementation SLA	Performance of screen will depend on the performance of network bandwidth. Required some relaxation on the performance of screen.	As per RFP
94	Vol-III	Section 3.2.1.6 Page 23	Procurement of Digital Certificates for the authorized officials from competent certifying authority	Required clarity on who will bear the cost for Procurement of Digital Certificates. Also required the period for validation like 1 year or 2 years.	Refer to financial form 2A of RFP Vol - I
95	Vol-III	Section 15.1, Pg 18	Limitation of Liability	Limitation of Liability should be 10% of Total Contract Value.PBG is already in place as an instrument. There is a need to limit secondary instruments towards better participation and better solution	As per RFP
96	General	General	General	There is no clause for transfer of ownership for System S/W to customer. shall be transferred to customer upon delivery.  It is mandatory that the ownership of all assets shall be transferred to customer upon delivery. The sole scope of the partnership through RFP should only be the execution of the IT project and supply and maintenance of System Software. No other direct/ indirect relationship with any other activity / payments should linger with RFP terms.	As per RFP



S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
97			Format of Performance Bond	<p>1) Format of Performance bond is nowhere given in RFP. Please provide format for performance bond.</p> <p>2) Please add the below paragraph in the format of Performance Bank Guarantee.</p> <p>"This Bank Guarantee issued by _____ Bank, on behalf of Vendor /Bidder /Service Provider / System Integrator in favor of _____/Customer/Client is in respect of a new Contract / extension of Contract dated_____.</p> <p>As communicated by Vendor /Bidder /Service Provider / System Integrator, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Vendor /Bidder /Service Provider / System Integrator by _____/Customer/Client , in respect of pervious contracts between Vendor /Bidder /Service Provider / System Integrator and _____/Customer/Client</p> <p>As communicated by Vendor /Bidder /Service Provider / System Integrator on the date of execution of this Bank Guarantee , there are no outstanding disputes related to any pervious contracts / between Vendor /Bidder /Service Provider / System Integrator and _____/Customer/Client."</p>	As per RFP

S.No	RFP Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification	Response
98	General	General	General	Please let us know the specifications of the existing hardware set up	As per RFP
99	General	General	General	Please provide the total number of users and concurrent users details	Refer to Table - SLR of RFP Vol - III
100	General	General	General	Digitization activity detail needs to be clarified i.e. Document Size, Condition, Locations (Centralized or De-Centralized), Documents Type (Which Division/Department), Any preferred scanning mode (Color, B&W, Duplex/Simplex, DPI etc.)	As per RFP
101	General	General	General	Number of Scanning Users & Locations	As per RFP
102	General	General	General	Number of DMS & Workflow Users (Both Concurrent and Named)	As per RFP
103	General	General	General	Does Tea Board intends to apply Password Policy for external users also (Portal Users)?	yes
104	General	General	General	As per the RFP, desired system should allow the smart search of data. What specifically does it mean here by Smart Search?	As per RFP
105	General	General	General	As per RFP, Document Management System should be facilitate with workflow module for Approval Process. Can it be described it with a more bit detail i.e. Will be a linear or condition based process or how many worksteps will be there in the process etc.	As per RFP
106	General	General	General	Number of Workflow Users (Concurrent of Named)	As per RFP
107	General	General	General	In case of LDAP integration, what is the number of Domain Users for TBI? (Both for DMS and BPM)	As per RFP

<b>S.No</b>	<b>RFP Reference(s)</b>	<b>Section &amp; Page Number(s)</b>	<b>Content of RFP requiring Clarification(s)</b>	<b>Points of clarification</b>	<b>Response</b>
108	General	General	General	Request you to provide a simple resume format for handholding resources	As per RFP
109	General	FRS Tea board India	Input / Output Forms	Please provide input and output forms in FRS document	As per RFP