



**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: 18.02.2015**

Date: 05.03.2015



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

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	VOL. I	5.4.4 Submission of Proposals - I Prequalification Proposal, Page no. 19 5.4.5 Authentication of Bids, Page 20	Special Power of Attorney/Board Resolution, duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder The Proposal should be accompanied by a board resolution/power-of-attorney in the name of the signatory of the Proposal	In the large enterprises the Power of Attorney (PoA) is given to few vary senior officials. While for handling large number of Business Opportunities (Tenders, RFPs etc.) several specialized groups (e.g. SBUs) are involved where the formal PoA authorizes multiple Business Managers to be responsible for identified opportunities by issuing Letter of Authority (LoA) for specific Business Opportunity. Please confirm that such LoA is acceptable instead of PoA? This is the standard practice accepted in all tendering process.	Refer to the Corrigendum - I
2	VOL. I	6.1 Prequalification Criteria Pt-2, Page 24	<u>Supporting documents:</u> c) Ref : "Particulars of the Bidder"- Details of Responding Firm & Memorandum & Articles of Association should be attached	Memorandum & Articles of Association is a huge document (around 50+ pages). Hence we will be enclosing the few pages in the hard copy response while the complete document can be enclosed in soft copy on CD. Please confirm if it is accpetable?	Accepted
3	VOL. I	6.1 Prequalification Criteria Pt-4, Page 25	<u>Supporting documents:</u> Certified copy from the statutory auditor clearly mentioning annual IT services business turnover for last 3 financial years	We will be submitting copy of Financial Statements Which are certified by statutory auditor. Also Certificate from Statutory auditor is a time consuming and expensive process. Hecne request you to accept the Certified copy from Chartered Accountant as well.	Accepted but copy of the audited financial statements to be attached

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4	VOL. I	6.1 Prequalification Criteria Pt-5, Page 24	<p>Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project.</p> <p>Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each</p>	<p>Request you to modify the clause as mentioned below: Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. (Specifically each project should have components of System Integration such as Application Development, Helpdesk /Hosting/Application Support at Data Centre/ Application related training/handholding necessarily for this project). Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value which have gone live/ongoing in the past 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be Two four Projects of Rs 10 5 Crores each OR Three Seven projects of Rs 10 3 Crores each</p> <p>We assume that Application Maintenance support provided for resolving queries, issues and bug fixing and ,maintaining the application as equivalent to helpdesk service, which can be without actual helpdesk application.PLease Confirm?</p>	Refer to the Corrigendum - I

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5	VOL. I	6.1 Prequalification Criteria Pt-11, Page 25	<u>Supporting documents:</u> Copy of Board resolution, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in ref : “Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)”	In the large enterprises the Power of Attorney (PoA) is given to few vary senior officials. While for handling large number of Business Opportunities (Tenders, RFPs etc.) several specialized groups (e.g. SBUs) are involved where the formal PoA authorizes multiple Business Managers to be responsible for identified opportunities by issuing Letter of Authority (LoA) for specific Business Opportunity. Please confirm that such LoA is acceptable instead of PoA? This is the standard practice accepted in all tendering process.	Refer to the Corrigendum - I
6	VOL. I	6.2 Technical Qualification Criteria Pt-1a - SI Projects, Page 28	At least THREE references for implementation of an integrated turnkey project around a. System integration b. Software development c. Hardware delivery and commissioning d. Training e. O&M in last 5 financial years ending 2013-14. <u>Point System</u> Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 10 Cr shall be considered for evaluation. If the average of the project value of the 3 citations is: >INR 30 Crores = 5 points; <INR 30 crores but >= INR 15 crores = 3 points; <INR 15 crores but >=INR 10 crores = 1 points; else 0	As mentioned in Prequalification for SI experience , request you make the changes as mentioned below: At least THREE references for implementation of an integrated turnkey project around involving any 2 of the following components a. System integration b. Software development c. Hardware delivery and commissioning d. Training e. O&M in last 5 financial years ending 2013-14. <u>Points System:</u> Request you to consider the Cumultaive score instead of average and remove the clause of Citations with min value of 10 Cr shall be considered for evaluation. Since you are allowing 3 projects of 7 crores in prequalification, request you to consider the same here as well and consider the cumulative for evaluation instead of average.	Refer to the Corrigendum - I

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7	VOL. I	6.2 Technical Qualification Criteria Pt-1a - SI Projects, Page 28	<u>Supporting Document</u> Project Citation, Copy of Work order/agreement, and Proof of Go-live/ Project completion certificates from client / Self Certificate from Company Secretary mentioning the scope of the work for each project	For few Projects, where customer reference / certificate is not available, we will be providing self certificate for completion or ongoing projects certified by company secretary / CA / Authorized signatory. Please confirm if this acceptable? This modification is to be considered for all the sub-sections of Past Project experience.	As per RFP
8	VOL. I	6.2 Technical Qualification Criteria Pt-1b - Software Solutions, Page 28 - 29	At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 3.50 crore (for software development component only). The project should have all of the following components : – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration	At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 3.50 crore (for software development component only). The project should have some or all of the following components : – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration – AMC & Support. We assume that software development component only includes SDLC related activities such as AMC and enhancements as well. Please Confirm? Also request you to accept certificate from CA / Company Secretary as well other than statutory auditor in case value is not depicted in the work order / agreement.	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
9	VOL. I	6.2 Technical Qualification Criteria Pt-1c - Cloud Experience, Page 30	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.	Since the Companies having expertise may not have the cloud experience and may sub contract these for the expertise in cloud, hence request you to modify the clause as mentioned below: The bidder / Consortium /subcontractor should have successfully deployed their application on Cloud Data Center/ hosted environment. Implementation in (Indian Gov/PSUs/ Quasi Gov) or Private sector in last 5 financial years ending 2013-14. Also since we are providing application support for applications developed by us and are deployed in the state data centre, can we consider this expereinced as valid experience, as we are providing the required application support service for maintaining the application at state data centre	As per RFP
10	VOL. I	6.2 Technical Qualification Criteria Pt-1c - Cloud Experience, Page 30	Implementation projects undertaken in India, involving more than 10 sites/locations and in more than oneany state of India with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14	Request you consider the statewide implementation experience within a state as valid experience as it also has more than sites / locations. Also web based centralized applications to be considered as valid, as these applications can be accessed from any location over the internet.	Refer to the Corrigendum - I
11	VOL. I	6.2 Technical Qualification Criteria Pt-4. b- Application Hand Holding support manpower, Page 30	The mentioned resources (minimum 20 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	It is not possible to provide 20 resources along with names and details as required during the response submission stage. However we will provide sample profiles of say 5 people meeting the criteria and the similar or better profiles will be providing during project execution stage. Please confirm if this is acceptable?	As per RFP
12	VOL. II	Pg 8, VIII	Further TBAS shall be integrated with a mobile service delivery gateway and Aadhaar initiative of the Unique Identification Authority of India. Localisation of the application will be carried out as per the requirement of the Board in terms of local language and other needs.	Localization needs to be done for how many languages?	As per RFP

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13	VOL. III	Schedule VI	Hardware payment terms	Payment terms for Installation of desktops and Server HW should be delinked as the testing of servers cannot be done unless UAT is completed.	As per RFP
14	VOL. II	Pg 26, 3.2.5.V	Trainings shall be provided to all the new employees as and when joining the TBI and for this the SI should have adequate crypto token installed with demo Digital Signature Certificate for the purpose of providing training using the development/training server to be installed at DC and equipped with demo PKI server component.	What is the expected new joinees/Users for the TBAS per year?	As per RFP
15	VOL. II	Pg 26, 3.2.6	It mentions 0.5 person.	Deploying 0.5 resource is not possible and needs to be converted into 1	As per RFP
16	VOL. III	ANNEXURE – C –REQUIRED DELIVERABLE AND ASSOCIATED TIMELINES	Development schedule	The gap between design and development is just one month. Due to dependencies of activities, this looks impracticable. There needs to be 4 months of gap between requirements and development completion considering the complexity of the system	As per RFP
17	VOL. I	Page-26; Sl-10 & Page-83; Form-24	Self Declaration to open an an office in West Bengal	As per Page-26, in case of award the selected bidder has to open an office in West Bengal within 1 month where as as per Page-83 it is mentioned 2 months. Which one is correct? Please allow 2 months.	Refer to the Corrigendum - I
18	VOL. I	Page-95, Form-2A	Unit Rate of Network Equipment and Hardware	Whether unit rate shall be inclusive of Supply, Freight, Insurance and Installation Cost?	Yes
19	VOL. I	Page-96, Form-2A; Sr. B10 &11	SMS & Payment Gateway	Who will bear the recurring cost for SMS & Payment gateway? Please provide us estimated no of SMS & online payment transaction/year	SI will bear the cost for the entire contract period, Refer to Corrigendum - I for indicative sms volume and transaction volume

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20	VOL. I	Page-101; Form 2C/2	Details of Data Digitization (Scanning and Data Entry) Cost	Please provide few sample pages to be digitized.	As per RFP
21	VOL. II	Page-25; Section-3.2.3	Supply / Procurement of Hardware and IT Infrastructure at Tea Board Offices including the field offices as applicable	Please provide individual office wise hardware distribution list for assessment of transportation & insurance cost	Refer to the Corrigendum - I
22	VOL. II	Page-25; Section-3.2.3		We understand all supplied Hardware will be installed in the Tea Board's furniture. Supply of Furniture is not in the scope of this RFP. Please confirm if our understanding is correct.	As per RFP
23	VOL. II	Page-25; Section-3.2.3		During Hardware installation who will do necessary LAN & Power cabling work at HO, various regional/sub-regional or field offices?	As per RFP
24	General		-	Please confirm whether C Form (For concessional CST) will be issued by TBI to the selected bidder for Hardware Delivery? Who will bear the Entry Tax which is applicable for delivering material in few of the NE states?	As per RFP
25	VOL. I	Form 2A: Details of Bill of Material and Capital Cost Computation, page 95	Backup server	Please share the role of this server	Refer to the Corrigendum - I
26	VOL. II	3.1 Introduction, page 12	Insure the entire hardware against the infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening.	It is understood that the insurance would cover the items supplied by the system integrator only. Please confirm.	As per RFP
27	VOL. II	3.1 Introduction, page 12	Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Does the bidder needs to provide software upgrades for the entire tenure of the contract	Refer to the Corrigendum - I

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28	VOL. II	3.1 Introduction, page 12	Regular Backup as per the schedule and Disaster Recovery.	Please elaborate the scope of Disaster recovery here in cloud based deployment ? Does it mean only restoration of data from latest available backup? Please clarify.	As per RFP
29	VOL. II	3.3.2 Warranty Support, page 28	3.3.2 Warranty Support	It is understood that the warranty support would be limited to the items supplied by the system integrator. Please confirm.	As per RFP
30	VOL. II	3.5.2 Transfer of Assets, page 32	I. Transfer of assets would be done at any time during the time of exit management. TBI shall be entitled to serve notice in writing on the SI at any time during the exit management period as detailed herein above requiring the SI to provide the TBI with a complete and up to date list of the Assets within 30 days of such notice.	During the project tenure, with whom the ownership of the supplied items lie ?	As per RFP
31	VOL. III	Post Implementation SLA, page 85	Login Screen for internal user to Home Screen	It is understood that the response time would be measured at the datacentre LAN only, excluding the latency introduced by the WAN/Internet link connecting the Office to the cloud data centre.	Yes
32	VOL. I	6.1 Pre-Qualification Criteria, Clause No:-8, Page No:-25	The responding firm must have at least 500 IT professionals on its payroll	Kindly amend the clause like: The responding firm must have at least 500 IT professionals as on 31.03.2014.	Refer to the Corrigendum - I

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33	VOL. I	6.2 Technical Qualification Criteria, Clause No:-b, Page No:- 28	<p>Software Solutions:-At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 3.50 crore (for software development component only). The project should have all of the following components :</p> <ul style="list-style-type: none"> – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration <p>> 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 3 points; 2 Projects - 2 points; else 0.</p>	<p>Kindly amend the clause like: Software Solutions:-At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.50 Crore (for software development component only). The project should have atleast Two Module of the following :</p> <ul style="list-style-type: none"> – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration <p>> 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 3 points; 2 Projects - 2 points; else 0.</p>	Refer to the Corrigendum - I
34	VOL. I	6.2 Technical Qualification Criteria, Clause No:-b, Page No:- 29	<p>Cloud Experience:- The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.</p> <p>Four projects or more: 5 Three projects: 3 One to two projects: 2</p>	<p>Kindly amend the clause like: Experience of implementing project having feature of providing online services to a minimum of 1000 users.</p> <p>Four projects or more: 5 Three projects: 3 One to two projects: 2</p>	As per RFP
35	General	General Queries	–	Please allow Consortium bidding.	Consortium is not allowed
36	VOL. I	General	Consortium	To make the bidding more competitive, consortium may be allowed to submit the bid	Consortium is not allowed
37	VOL. I	Clause 6.1 subclause 7 page 25	The responding firm should be minimum CMMi Level 5.	This clause may be allowed to be met as consortium	Consortium is not allowed

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38	VOL. I	Clause 6.1 subclause 5 page 25	<p>Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project.</p> <p>Refer to the Important Note below for more details.</p> <p>Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each</p>	This clause may be allowed to be met as a consortium	Consortium is not allowed
39	VOL. I	Clause 6.1 subclause 5 page 25	<p>Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India.</p> <p>Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project.</p>	<p>This clause may be modified as “Company experience in e-Governance /IT System Integration projects (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India.</p> <p>Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project.</p>	Refer to the Corrigendum - I

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			Refer to the Important Note below for more details.	Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be:	
			Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be:	Two Projects of Rs. 10 Crores each	
			Two Projects of Rs. 10 Crores each	OR	
			OR	Three projects of Rs. 7 Crores each”	
			Three projects of Rs. 7 Crores each		
40	VOL. I	Clause 6.1	The responding firm must have at least 500 IT professionals on its payroll	This clause may be allowed to be met as consortium	Consortium is not allowed
		Sub clause 8 page 25			
41	VOL. I	Clause 6.2 page 26-40	Technical Qualification Criteria	The eligibility and resource requirement of technical qualification criteria may be allowed to be met as consortium	Consortium is not allowed
42	VOL. I	Sr.No-6.1 Pre-Qualification Criteria/Sr. No.5/Page 25 of 117	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project. Refer to the Important Note below for more details. Number of such Assignments of value which have gone live in the	Kindly change the clause as under: Request to modify as follows: Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding and supply of IT infrastructure necessarily for this project.IT infrastructure supply is part of any turnkey project and should be included . > 3 Projects – 5 points; 2 Projects - 4 points; 1Project - 3 points; else 0.	Refer to the Corrigendum - I

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			<p>last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each</p> <p>> 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 3 points; 2 Projects - 2 points; else 0.</p>		
43	VOL. I	6.2 Technical Qualification Criteria/1.Past Experience of the responding firm/c. Cloud Experience/Page 30 of 117	<p>The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.</p> <p>>5 Projects – 5 points; 5 Projects – 4 points; 4 Projects – 3 points; 3 Projects – 2 points; 2 Projects – 1 points; <= 1 Project – 0 point;</p>	<p>The bidder should have successfully deployed /ongoing their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.</p> <p>>3 Projects – 5 points; 2 Projects – 4 points; 1 Project – 3 points; <1 Project – 0 point;</p>	As per RFP
44	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	1. Inception and Requirement Gathering... 3%	To be modified to 10%	As per RFP
45	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	2. Delivery Regional H/W...3%	15%	As per RFP
46	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	3. Installation & Commissioning...2.5%	5%	As per RFP
47	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	4. Soln. Architect.. 2.5%	5%	As per RFP

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48	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	5. Soln. Architect.. 7.5%	10%	As per RFP
49	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	6. Application Development..5%	10%	As per RFP
50	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	7. Final UAT..7.5%	No Change	As per RFP
51	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	8. Final UAT...5%	No Change	As per RFP
52	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	9. Data Digitization..3%	10%	As per RFP
53	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	10. Final Integration Testing...5%	No Change	As per RFP
54	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	11. Training...4%	5%	As per RFP
55	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	12. Third Party Audit...2%	5%	As per RFP
56	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	13. O&M..48%	20%	As per RFP
57	VOL. I	SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	14. Exit Management..2%	5%	As per RFP

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58	VOL. II	Sr. No-2. Implementation Framework/Section II. Pg No. 6	The diagram illustrating the Key Stake holders	The diagram shows arrows going in one direction and as per diagram, the System Integrator (SI) not to communicate back to the PMU/PIC/PSC. Kindly allow SI to play a key role as stakeholder, hence arrow should be shown both ways.	As per RFP
59	VOL. II	Sr.No-3.2.7 Business Continuity Planning (BCP) at Page No-27	The selected bidder is expected to develop a BCP and DR plan (DRP) with	Request the clause to be modified accordingly in case SI has to undertake the DR site from the day 1 both from Infrastructure and System software point of view.	As per RFP
60	VOL. III	Annexure B .g. Penalty Clauses...Pg No-80	SLA for O & M Phase- , page No-83 post Implementation SLA, it is stated that if the application is down for more than 48 hrs , no payment for that quarter	Kindly modify the clauses wherever appearing "No Payment" to maximum 10% deductions rather than making SLA open ended	Refer to the Corrigendum - I
61	VOL. I	5.6.4 Licensing	The SI shall procure the licenses of the third-party software in accordance with its procedures by payment of applicable license fees on behalf of TBI. The licenses thus procured would be in the name of TBI. The SI shall ensure that third party vendors provide standards based customer interface and also takes into account other factors like regular upgrades/updates and support etc.	Bidder wish to clarify that all third party software procured by SI shall be passed to TBI on as-is basis, including the warranty, liability or licensing rights and accordingly, it proposes the following language: "With respect to all products and materials provided by third parties ("Third Party Materials"), SI shall pass through or assign to TBI the rights SI obtains from the applicable third party, including, without limitation, warranty, liability and license rights, all to the extent that such rights are assignable. TBI acknowledges and agrees that the provisions of the applicable third party agreement will supersede any requirements of this Agreement with respect to the Third Party Materials and SI shall not have any greater obligations or liability for Third Party Materials beyond the assignment of the provisions of the applicable agreement with the third party."	As per RFP
62	VOL. I	6.2 Technical Qualification Criteria (page 39)	Presentation (Presentation to be made by the proposed Project Manager).	We would request to kindly modify the same to Project Manager/Accenture team member.	As per RFP

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63	VOL. I	7.4 (ii) Contract Finalization and Award	TBI may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP / Drop any line item from the indicative BOM. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.	Bidder proposes that any change in the Scope of Work shall be subject to mutually agreed commercial terms and delivery timelines.	As per RFP
64	VOL. I	7.5 Performance Guarantee	The TBI will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total quoted cost. The Performance Guarantee should be valid for a period of 4 years and it shall be renewed or placed from time to time till the completion of the project.	As per our internal process, our treasury will provide approval to issue PBG initially for 3 years. Therefore, request to kindly accept the PBG for 3 years initially and on completion of 3 years, our banker will extend the BG subject to receipt of written request from Accenture within 30 days prior to the expiry of guarantee.	Refer to the Corrigendum - I
65	VOL. I	Form 1: Undertaking on Total Responsibility		Bidder proposes that this form will not be furnished by the SI, as the clauses are sufficiently covered in the RFP. However, if required based on the mutual agreement between the parties, the form will be furnished by the SI.	As per RFP
66	VOL. I	Form 14: Declaration on Source Code and Intellectual Property Rights		Bidder proposes that this form will not be furnished by the SI, as the clauses are sufficiently covered in the RFP. However, if required based on the mutual agreement between the parties, the form will be furnished by the SI.	As per RFP
67	VOL. I	Form 15: Undertaking on Patent Rights	I/We as System Integrator (SI) do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions having requisite competence.	Bidder proposes that this form will not be furnished by the SI, as the clauses are sufficiently covered in the RFP. However, if required based on the mutual agreement between the parties, the form will be furnished by the SI.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
68	VOL. I	Form 17: Undertaking on Service Level Compliance	2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by TBI, then we will augment the same without any additional cost to TBI.	Bidder proposes following modification in the clause: 2. However, if the proposed resources and infrastructure are found to be insufficient in meeting the RFP and/or the service level requirements given by TBI, then we will augment the same as per mutually agreed commercial terms and delivery timelines.	As per RFP
69	VOL. I	Form 18: Undertaking on Deliverables	4. We understand that while all efforts shall be made to accept and convey the acceptance of each deliverable in accordance with the Project schedule, no deliverable will be considered accepted until a specific written communication to that effect is made by TBI.	Bidder proposes that deliverables shall be deemed accepted if TBI fails to notify the SI of its acceptance/rejection within 7 days of delivery of the deliverables.	As per RFP
70	VOL. I	Form 18: Undertaking on Deliverables	5. We also understand that, Tea Board reserves rights whether to accept or reject the deviations. In case TBI rejects the deviations, we will accept the same and without any implications what so ever.	This clause is subjective; therefore Bidder proposes that Deliverables shall only be rejected, if they fail to meet the acceptance criteria as detailed in the RFP or as agreed between the parties from time to time.	As per RFP
71	VOL. I	Form 21: Undertaking on Exit Management and Transition	I/We hereby undertake that at the time of completion of our engagement with the TBI, either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition of this Project to the TBI or to an agency identified by TBI to the satisfaction of the TBI.	Bidder proposes that the transition services shall be rendered by the SI as per the mutually agreed commercial terms, based on the identified transition services by the parties.	As per RFP
72	VOL. I	Form 23: Financial Strength of the Bidder	Audited Accounts submitted? (Yes/No)	Since Audited Accounts is non-public financial information, therefore request to please accept Generic Certificate from Statutory Auditors Certificate towards this.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
73	VOL. I	ANNEXURE III: FINANCIAL PROPOSAL TEMPLATE Form 1: Covering Letter	We hereby confirm that our prices include all applicable taxes.	The Bidder seeks to propose that any increase or decrease in taxes or in the event of introduction of any taxes, the same should be to the account of the TBI.	This has been safeguarded in RFP Vol-III
74	VOL. II	3 Detailed Scope of Work	TBI reserves the right to add/edit the Scope of Work/quantity of any item in this RFP and related Annexure(s) in this RFP. Accordingly total contract value may change on the basis of the rates defined in the financial proposal.	Bidder proposes that any change in the Scope of Work shall be subject to mutually agreed commercial terms and delivery timelines.	As per RFP
75	VOL. II	3.2.1.5 Sign off Deliverable	Deliverables under the scope of this RFP will be reviewed and approved by TBI. The steering committee, Project Implementation Committee of TBI for this project will approve/sign off the deliverables submitted by the SI based on the requirement and acceptance criteria.	Bidder proposes that deliverables shall be deemed accepted if TBI fails to notify the SI of its acceptance/rejection within 7 days of delivery of the deliverables.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
76	VOL. II	3.3.2 Warranty Support	SI and the respective OEM shall provide a comprehensive warranty and on-site free service warranty for 3 years from the date of Go Live for all equipment. SI shall obtain the four year product warranty and five year onsite free service warranty from OEM on all licensed software, computer hardware and peripherals, networking equipment and other equipment for providing warranty support to TBI.	It is suggested to keep a standard 30 days as a warranty period which will be applicable only to our developed product. If SI procures any third party product for the TBI then we will only pass through the standard warranty and indemnification terms as provided by the third party OEM. Accordingly, it proposes the following language: With respect to all products and materials provided by third parties (“Third Party Materials”), SI shall pass through or assign to TBI the rights SI obtains from the applicable third party, including, without limitation, warranty, liability and license rights, all to the extent that such rights are assignable. TBI acknowledges and agrees that the provisions of the applicable third party agreement will supersede any requirements of this Agreement with respect to the Third Party Materials and SI shall not have any greater obligations or liability for Third Party Materials beyond the assignment of the provisions of the applicable agreement with the third party.	As per RFP
77	VOL. II	3.3.2 (IX) Warranty Support	Warranty should not become void, if TBI buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the SI. However, the warranty will not apply to such supplemental hardware items installed.	Bidder seeks to propose that, if TBI integrates any supplemental hardware to the machines installed by SI, SI shall not be responsible for (i) indemnification arising from such integration (ii) Performance criteria as agreed between the parties.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
78	VOL. II	3.4 I. Licensing Requirements	A. All system software, licenses, etc. have to be procured in the name of the TBI.	Bidder wish to clarify that all third party software procured by SI shall be passed to TBI on as-is basis, including the warranty, liability or licensing rights and accordingly, it proposes the following language: “With respect to all products and materials provided by third parties (“Third Party Materials”), SI shall pass through or assign to TBI the rights SI obtains from the applicable third party, including, without limitation, warranty, liability and license rights, all to the extent that such rights are assignable. TBI acknowledges and agrees that the provisions of the applicable third party agreement will supersede any requirements of this Agreement with respect to the Third Party Materials and SI shall not have any greater obligations or liability for Third Party Materials beyond the assignment of the provisions of the applicable agreement with the third party.”	As per RFP
79	VOL. II	3.4 General Requirements	III. Warranty and Support A. The warranty shall remain valid for the Contract period on all the items supplied as per the Contract.	It is suggested to keep a standard 30 days as a warranty period which will be applicable only to our developed product. If SI procures any third party product for the TBI then we will only pass through the standard warranty and indemnification terms as provided by the third party OEM and accordingly, it proposes the following language:	As per RFP
80	VOL. II	3.4 (B) General Requirements	The selected Bidder shall replace any parts/components of the IT infrastructure supplied for the Project if the components are defective and during the entire warranty period the selected Bidder shall apply latest upgrades for all the hardware components after appropriate testing.	It is suggested to keep a standard 30 days as a warranty period which will be applicable only to our developed product. Further, any defective part/component shall be replaced with the part which can meet the specifications, as agreed between the parties.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
81	VOL. II	IV. Knowledge Transfer Page 31	Any other activity, over and above these, as may be deemed necessary by the selected Bidder to meet the service levels and requirements specified in this Contract are also required to be performed by the selected Bidder at no additional cost.	Bidder proposes to limit the scope as specified in the RFP and any other activity not expressly specified in the Agreement, shall be subject to the commercial terms as agreed between the parties.	As per RFP
82	VOL. II	3.5.2 Transfer of Assets		Bidder proposes that upon realization of full payment by SI from TBI of assets in scope, the SI shall transfer the Assets in the name of TBI. Further, an annexure of assets shall also be prepared at the exit management phase.	As per RFP
83	VOL. II	3.5.4 Confidential Information, Security and Data	C. documentation related to sub-contractors	Bidder proposes that Any commercial terms or pricing or any similar document executed between SI and subcontractor shall be outside the scope of information.	These kind of documents are not required
84	VOL. II	35.6 Transfer of Certain Agreements	On request by the TBI or its nominated agency the System integrator shall effect such assignments, transfers, licences and sub-licences as the Chairman, TBI may require in favour of the Chairman,	Bidder proposes that any third party agreements can only be transferred to TBI, subject to the terms as agreed between the parties.	As per RFP
85	VOL. II	3.5.9 Exit Management Plan	The System integrator shall provide the TBI or its nominated agency with a recommended exit management plan ("Exit Management Plan")	Bidder proposes subject to mutually agreed commercial terms and delivery timeliness, SI shall provide exit management plan to TBI.	As per RFP
86	VOL. III	2.1 Scope of work	(3) Procurement, Configuration, Installation commissioning and Testing of hardware (including OS and system software) and peripherals at Head Office/Zonal/Regional/Sub-Regional Offices	Bidder proposes that we will not be responsible for any third party warranty or product liability. Pls. check.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
87	VOL. III	2.1 Scope of work	(5) Requirement gathering for all other services	Request to kindly clarify what all other services shall come under the scope of work.	Please refer to the RFP Vol - II for total no. of services and refer to the project shecdule for different phases
88	VOL. III	3. Term and Duration of the Agreement	This Agreement shall come into effect on <<'Date'>> 20-- (hereinafter the 'Effective Date') and shall continue till operation and maintenance completion date which shall be the date of the completion of the operation and maintenance to the Tea Board of India (TBI) or its nominated agencies.	Bidder proposes that a tentative timelines for operational & maintenance completion should be given. Otherwise the Agreement date will be open ended.	O&M phase is for 3 years after the go-live
89	VOL. III	4.3 Extension of time for fulfillment of Conditions Precedent	For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the <<'System integrator'>> linked to the delay in fulfilling the Conditions Precedent.]	Bidder proposes that any delay penalty shall only be imposed, provided such delay arises due to reasons solely attributable to SI.	As per RFP
90	VOL. III	5.4 Final testing and certification		Bidder additionally proposes that deliverables shall be deemed accepted if TBI fails to notify the SI of its acceptance/rejection within 7 days of delivery of the deliverables.	As per RFP
91	VOL. III	6.1 Representations and warranties	(IX) it has complied with Applicable Laws in all material respects	We wish to clarify that SI shall only be responsible of the compliance of laws and regulations that extend to it as a SI. TBI shall be responsible for all other laws that extend to it as a Client.	As per RFP
92	VOL. III	Approvals and required consents	The costs of such Approvals shall be borne by the Party normally responsible for such costs according to local custom and practice in the locations where the Services are to be provided.	Bidder wish to clarify that all cost associated with procuring all approvals shall be solely borne by the TBI.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
93	VOL. III	13.1 Terms of Payment and Service Credits and Debits	(III) For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.	Bidder clarifies that, TBI shall be liable and pay all taxes, duties, levies, lawfully assessed in pursuance of the Contract. Additional charges may also apply (such as special handling or travel related expenses or other expenses which cannot be reasonably foreseen at the time of submission of proposal) which shall be chargeable on actual. The SI shall inform TBI in advance whenever such additional charges apply.	As per RFP
94	VOL. III	13.2 Invoicing and Settlement	(II) The <<'System integrator'>> shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	Bidder wish to clarify that it's SI legitimate right to seek payment from TBI for the Services delivered or charges incurred by it. Therefore, Bidder proposes the deletion of clause.	As per RFP
95	VOL. III	13.2 Invoicing and Settlement	(III) Payment shall be made within 30 working days of the receipt of invoice along with supporting documents by the Tea Board of India (TBI) subject to penalties.	Bidder proposes that any due payment not released by TBI within 30 days, shall be subject to interest of 15% PA.	As per RFP
96	VOL. III	13.2 Invoicing and Settlement	(IV) The Tea Board of India (TBI) shall be entitled to delay or withhold payment of any invoice or part of it delivered by the <<'System integrator'>> under Schedule VI of this Agreement where the Tea Board of India (TBI) disputes/withholds such invoice or part of it provided that such dispute is bona fide. The withheld amount shall be limited to that which is in dispute. The disputed / withheld amount shall be settled in accordance with the escalation procedure as set out in Schedule V	Bidder proposes that TBI may reject the whole or part of the invoice by notice in writing to the SI within 7 days of its receipt, giving the reasons for the rejection, in which case the part of the invoice not in dispute shall be paid by TBI and the balance may be withheld pending resolution of the dispute.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
			of this Agreement. Any exercise by the Tea Board of India (TBI) under this Clause shall not entitle the <<'System integrator'>> to delay or withhold provision of the Services.		
97	VOL. III	13.3 Tax	The <<'System integrator'>> shall pay for all other taxes in connection with this Agreement, SLA, scope of work and any other engagement required to be undertaken as a part of this Agreement, including, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties.	Bidder clarifies that, TBI shall be liable and pay all taxes, duties, levies, lawfully assessed in pursuance of the Contract.	As per RFP
98	VOL. III	Termination	14.1 Material Breach	Bidder proposes that upon termination, TBI shall pay SI for all services rendered, including a pro rata portion for deliverables in progress, and expenses incurred by SI prior to the date of termination. Upon termination by bidder for TBI's breach, the TBI shall also pay SI for any out-of-pocket demobilization or other direct costs resulting from such early termination.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
99	VOL. III	15.1 Indemnification & Limitation of Liability	Indemnification & Limitation of Liability	We agree in principle on the indemnification from the SI, but it would in the interest of both the parties to be specific on the language in order to avoid any unambiguous or broad indemnities. We suggest the following similar language: SI agrees to indemnify TBI from and against from all third party losses, as awarded by a court of competent jurisdiction, howsoever suffered, arising or incurred inter alia during the Contract period out of: i. any bodily injury or property damage caused due to negligence or willful misconduct of the SI; or ii. any infringement of trademark/copyright or industrial design rights arising from the use of the Deliverables or any part thereof by the SI.	As per RFP
100	VOL. III	15.2	A. be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim	Bidder proposes that all settlement shall be subject to approval of Indemnifying party only and no prior consent of TBI will be taken. Further, additionally Bidder proposes that, this IPR section states that SI entire obligation and TBI entire obligation shall be exclusive remedy regarding any third party intellectual property claims.	As per RFP
101	VOL. III	19.1 Intellectual Property Rights		We propose that this provision be modified and be read as follows: (i) Ownership of intellectual property in pre-existing material of each party, including any enhancement and modifications to the pre-existing materials shall continue to be with the bidder. (ii) Ownership of intellectual property in all deliverables including software solution to vest with the Bidder. Bidder to provide a non-exclusive license to TBI to use the deliverables in conjunction with the Services provided for TBI's internal business purposes, subject to payment of applicable fees.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
102	VOL. III	20.1 Warranty		Bidder proposes that SI shall re-perform any work not in compliance with this warranty brought to its attention within a reasonable time (not to exceed thirty (30) working days), after that work is performed.	As per RFP
103	VOL. III	21 Liquidated Damages	Time is the essence of the Agreement and the delivery dates are binding on the <<'System integrator'>>. In the event of delay or any gross negligence, for causes attributable to the System integrator, in meeting the deliverables, the Tea Board of India (TBI) shall be entitled at its option to recover from the <<'System integrator'>> as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 5% of the relevant deliverable value.	Bidder shall endeavor to deliver the services/deliverables as per the agreed time schedule. Therefore, bidder proposes the deletion of "Time is the essence of the Agreement" The Bidder seeks to propose that the payment of liquidated damages should be the sole and exclusive remedy available to the TBI under the Contract, and further the payment by way of liquidated damages shall only be applicable if the delay due to reasons solely and directly attributable to SI.	As per RFP
104	VOL. III	22.1 Source Code		Bidder proposes the deletion of source code clause.	As per RFP
105	VOL. III	23. Insurance Cover		We prefer the following language in place of the suggested language: Each party will determine the types and amounts of insurance coverage it requires in connection with this contract. Neither party is required to obtain insurance for the benefit of the other party, and each party shall pay all costs and receive all benefits under policies arranged by it.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
106	VOL. III	24.4 Assignment	(b) Subject to Clause 5.3, the <<'System integrator'>> shall not be permitted to assign its rights and obligations under this Agreement to any third party. (c) The Tea Board of India (TBI) may assign or novate all or any part of this Agreement and Schedules/Annexures, and the <<'System integrator'>> shall be a party to such novation, to any third party contracted to provide outsourced services to Tea Board of India (TBI) or any of its nominees.	Bidder proposes to make assignment clause as mutual.	As per RFP
107	VOL. III	25.5 Governing Law and Dispute Resolution	25.5 Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole Arbitrator to be appointed by Chairman, Tea Board of India.	The Bidder seeks to propose that the arbitrator should be mutually appointed in accordance with the Arbitration and Conciliation Act, 1996.	As per RFP
108	VOL. III	Schedule definition Confidential Information	means all information including Tea Board of India (TBI) Data	Bidder proposes to make Confidential Information definition as mutual.	As per RFP
109	VOL. III	SCHEDULE – II – CHANGE CONTROL SCHEDULE a(iii)	It is hereby clarified that the 25% of the value of the Project as stated in herein above is calculated on the basis of bid value submitted by the <<'System integrator'>> and accepted by the Tea Board of India (TBI) or its nominated agencies or as decided and approved by Tea Board of India (TBI) or it Nominated Agencies. For arriving at the cost / rate for change upto 25% of the project value, the payment terms and relevant rates as specified in Annexure D shall apply.	Bidder proposes that any change in the variation of the scope shall be subject to mutually agreed commercial terms and delivery timelines.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
110	VOL. III	SCHEDULE – II – CHANGE CONTROL SCHEDULE c. Costs	In the event the SI is unable to meet the obligations as defined in the CCN then the cost of getting it done by third party will be borne by the SI.	As TBI have multiple remedies in the Agreement, therefore, bidder proposes the deletion of clause.	As per RFP
111	VOL. III	SCHEDULE – III - EXIT MANAGEMENT SCHEDULE 2. TRANSFER OF ASSETS	In case of contract being terminated by the Tea Board of India (TBI) Tea Board of India (TBI) reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.	Subject to mutually agreed commercial terms, SI shall continue the project operations after the termination of contract.	Refer to the Corrigendum - I
112	VOL. III	SCHEDULE – III - EXIT MANAGEMENT SCHEDULE 4.1 (iii)	C. documentation related to sub-contractors	Any commercial terms or pricing or any similar document executed between SI and subcontractor shall be outside the scope of information.	These kind of documents are not required
113	VOL. III	SCHEDULE – III - EXIT MANAGEMENT	6 TRANSFER OF CERTAIN AGREEMENTS	Any third party agreements can only be transferred to TBI, subject to the terms as agreed between the parties.	As per RFP
114	VOL. III	SCHEDULE – III - EXIT MANAGEMENT	9 EXIT MANAGEMENT PLAN	Bidder proposes that subject to mutually agreed commercial terms and delivery timeliness, SI shall provide exit management plan to TBI.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
115	VOL. III	SCHEDULE – IV - AUDIT, ACCESS AND REPORTING		During the term of this Agreement, bidder shall (i) properly and accurately record in its books and records all transactions which relate in any way to this Agreement or to the Services ("Transaction Records"), and (ii) provide the Transaction Records and/or any other such information as TBI may reasonably require by advance notice of 15 days in writing in order to substantiate the accuracy of charges related to the previous twelve month' activities. Any such audit shall not occur more than once in each calendar year and shall be conducted expeditiously, efficiently, and at reasonable business hours. Such audits shall not be permitted if it interferes with the SI's ability to perform the services in accordance with the service levels, unless TBI relieves the SI from meeting the applicable service levels. Further, the cost of conducting such audits shall to be borne solely by TBI. Notwithstanding the above, such audits shall not be performed by the SI's competitors and any details with respect to our internal costing overheads, margin, any financial engineering, internal to the SI or financial information pertaining to any other customer etc. shall not be in the scope of audit.	As per RFP
116	VOL. III	NON- DISCLOSURE AGREEMENT Obligations of the Receiving Party (a)	use the Confidential Information only for the Business Purpose and shall hold the Confidential Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, taking into account the nature of the Confidential Information	Bidder Proposes: use the Confidential Information only for the Business Purpose and shall hold the Confidential Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, taking into account the nature of the Confidential Information, but in no event less than a reasonable care.	As per RFP
117	VOL. III	NON- DISCLOSURE AGREEMENT	referred to a sole arbitrator to be appointed by Chairman Tea Board.	The Bidder seeks to propose that the arbitrator should be mutually appointed in accordance with the Arbitration and	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Dispute Resolution (III)		Conciliation Act, 1996.	
118	VOL. III	SLA for Delivery, Application Development, Training & Digitization.		Bidder proposes that The payment for Service Level Credit shall be subject to maximum cumulative amount of 5% of the Order's value. Parties agree that service credits will constitute TBI's sole and exclusive remedy with respect to the failure for which service credits are payable. Such service credits shall be capped in accordance with the liability clause 15.2 of MSA .	As per RFP
119	VOL. III	Service Level Agreements (SLAs) for O&M Phase	h) Penalty for Downtime Post- Implementation SLA	Bidder proposes that the payment for Service Level Credit shall be subject to maximum cumulative amount of 5% of the Order's value. Parties agree that service credits will constitute TBI's sole and exclusive remedy with respect to the failure for which service credits are payable. Such service credits shall be capped in accordance with the liability clause 15.2 of MSA .	As per RFP
120	VOL. III	Service Level Agreements (SLAs) for O&M Phase	Post- Implementation SLA	Bidder proposes that the payment for Service Level Credit shall be subject to maximum cumulative amount of 5% of the Order's value. Parties agree that service credits will constitute TBI's sole and exclusive remedy with respect to the failure for which service credits are payable. Such service credits shall be capped in accordance with the liability clause 15.2 of MSA.	As per RFP
121	VOL. II	Pg.No- 44 Backup Server. SL.No-9	Processor 1 Socket x 8 Core processor (2.90 GHz clock speed)	Query/Request : We suggest you to mention latest processor technology available and unlike memory scalability asked, ask for a scalability of 2 processor in the server.	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
122	VOL. II	Pg.No- 44 Backup Server. SL.No-9	Memory Minimum 96 GB 1333 MHz registered ECC DDR3 memory with min. expandability upto 256 GB	: Please specify the no of servers required. If the server quantity is more than 4 than we would suggest to convert to Blade architecture to reduce rack space, power, cooling and enhance simplicity of use. Also memory technology has been enhanced to DDR4 and 2133 MHz which is the latest technology and all traditional OEM's are capable to deliver the same. Request you to convert the requirement to DDR4 technology for higher performance.	Refer to the Corrigendum - I
123	VOL. II	Pg.No- 44 Backup Server. SL.No-9	Cache Minimum 16 MB L3 Cache per processor Hard Disk Drives 4x 300 GB 10K RPM SAS Hot Plug drives for Operating system for Each partition in RAID 0,1 (Internal RAID Controller) combinations with provision of mirroring OS Network Controller 4 Nos Ethernet Ports with 10/100/1000 Mbps	Industry is moving to 10Gig connectivity for performance factor. We suggest to make this to 2 * 10Gig port connectivity for redundancy.	Refer to the Corrigendum - I
124	VOL. II	Pg.No- 44 Backup Server. SL.No-9	HBA/HCA Adaptors Required no. of HBA/HCAs should be provided to get a bandwidth of min 24 Gbps in redundancy	HBA and HCA is not the same. HCA is used for special compute purpose like High performance computing and HBA is used for storage access. Request you to remove HCA portion.	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
125	VOL. II	Pg.No- 44 Backup Server. SL.No-9	<p>Power Supply Dual redundant hot-pluggable power supplies Cables Required cables should be supplied to connect the server HBA/HCAs to storage KVM switch Internal/external 8 Port KVM Console and switch with Color monitor, Keyboard and Mouse Server Management Tools: Should be provided with GUI• based server management console Capable for generating• pre-failure alerts for CPU, memory, hard disks and HS fan failures Dedicated system management• processor/controller to manage health of server, LEDs for Power on, System health, HDD activity, Diagnostics (with error code) etc. Integrated Remote management• controller</p> <p>Resource Management: Support for tools with capability of dynamic allocation of resources (CPU, Memory, I/O) Certifications: FCC, UL/CSA, RoHS, CE compliance OS: 64 bit OS: Hardware and compatible Operating system</p>	Please mention the required Operating system like Windows/ RHEL/SLES - as per requirement of the solution.	Refer to the Corrigendum - I
126	VOL. II	Pg.No- 44 . Storage. SL.No-9	Storage: Storage should be configured with minimum 4 TB user data capacity and Deliver minimum 5K Disk IOPS and 150K read IOPS from cache/Flash with facility to increase the capacity and IOPS. Storage capacity must be configured using 600GB FC/SAS HDDs	The storage is with less capacity and high no of DISK IOPS. You can cater this via SSD drives which is a current trend and also the same will reduce power and cooling factor of the overall solution. Also please mention the IOPS increment. Additionally we will suggest to have published benchmark like SPC-1 of the storage family to prove the capability of the storage.	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
127	VOL. II	Pg.No- 44 . Storage. SL.No-9	Network: Storage should connect to I/O Fabric with an aggregated bandwidth of 120Gbps in redundancy	Please clarify whether this is frontend bandwidth or backend bandwidth.	Refer to the Corrigendum - I
128	VOL. II	Pg.No- 44 . Storage. SL.No-9	I/O Throughout: Database I/O subsystem and network fabric to be configured to support a minimum of 7 GB/sec of Data I/O throughput via flash cache, either cache should be battery backed or persistent ; and 2.7 GB/Sec via disks between storage environment and Database Servers.	Please clarify whether the same is required from Storage or from server side. Also please mention the data type (Eg. Database, Image file etc.) for designing the solution. In case of SSD solution in the storage the same requirement doesn't exists as the data is in flash and the throughput is direct to Servers from the SSD.	Refer to the Corrigendum - I
129	VOL. II	Pg.No- 44 . Storage. SL.No-9	Data Load Rate: Should support a Data load rate of 2TB/hour	Please clarify the Data Load rate details. Normally data load rate is a proprietary feature to be used for data loading in exadata solution. We suggest to put the vendor neutral feature required instead of using proprietary terminology mapping of specific OEM.	Refer to the Corrigendum - I
130	VOL. II	Pg.No- 44 . Storage. SL.No-9	Manageability: All the system resources: Servers, Storage, I/O Fabric, Database and Database cluster should be managed using a single management tool	: This is Oracle Specific and Proprietary technology of Oracle Exadata. No independent server/storage OEM vendor creates single management tool for hardware and Database and Database cluster single management tool. Request you to remove this.	Refer to the Corrigendum - I
131	VOL. II	Pg.No- 44 . Storage. SL.No-9	High Availability: The entire setup should have capability to generate an Automated Service Request to supplier/vendor, to action any component failure. No single point of failure for all key components. Scalability: The System should have 100% scalability for future requirement.	Query/Request: Does it mean server scalability or server and storage scalability at a Go.	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
132	VOL. II	Pg.No- 36 .Under Systems Software. SL.No-7	Enterprise Management Systems (Application Monitoring,Help Desk, Server Monitoring).	There are 3 different versions of Enterprise Management Systems in respect to solution areas need to cover; which includes: NMS, Database Monitoring, Application Monitoring, Network Mangement, Help Desk, Server Monitoring, Patch Mangement.	Refer to the Corrigendum - I
133	VOL. II	Pg-54 under Systems Software. SL. No: 7	Enterprise Management Systems (NMS, Database Monitoring, Application Monitoring, Network Mangement, Help Desk, Patch Mangement).	But the technical specifications given in the RFP are of Help Desk (Service Desk), Application Performance Management & Network Magement. There is no technical specs for Databse Mangement, Server Monitoring & Patch Management. Request you to please clarify/rectify the same.	Refer to the Corrigendum - I
134	VOL. I	Pg.No-96; under Systems Software. SL. No: 7	Enterprise Management Systems (Database Monitoring, Application Monitoring, Help Desk,Patch Mangement).	Can it be implemented through higher version	Refer to the Corrigendum - I
135	VOL. I	Page No 100, 101 under details of data Migration	Licensing Data Oracle 8	Back up tool not specified.	As per RFP
136	VOL. III	Page no 55 under Roles and Responsibilities:	Point no 20: regular backup as per the schedule and disater recovery	Can SAP MAX DB be used	Refer to the Corrigendum - I
137	VOL. II	Page No 61 Under heading System Software	The Proposed solution should support Enterprise class RDBMS such as MS SQL server, Oracle,DB2 etc	Should have PINK Verify certification for ITIL toolset 2011 in at least the following processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalog and Request Fulfilment.	As per RFP
138	VOL. II	Should be OGC Gold level endorsed for ITILv3 in at least the following processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and	ISS certification (which was earlier provided by OGC) is a subset of the broader PINK Verify testing and verification. Also, ITIL toolset V3 is an old one and the current toolset is 2011. Request to re-phrase the requirement as follows to meet the current trend		Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
		Configuration management, Service Catalog and Request Fulfilment.			
139	VOL. II	Should support KCS (Knowledge Centered Support) best practices and provide out-of-the-box change category to manage KCS workflow.	This seems to be vendor specific terms. Request to re-phrase the requirement as follows:	Should provide editable and web based knowledge management for easy access for all qualified users.	Refer to the Corrigendum - I
140	VOL. II	The Change Management module should provide the capability for Release Control Analysis inbuilt providing the stakeholders with automated decision-support to help make more informed assessment and approval decisions during the review process. It should also be able to provide the	This point is part of Software Release Management	Kindly link with Software Release Management	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
		implementation team with real-time visibility into all in-flight change activity to reduce downtime risks and increase communication between different teams during execution.			
141	VOL. II	Automatic discovery and monitoring of the web application environment and ability to monitor applications with a dashboard.	Application Performance Management	Are we looking for "Application Performance Behavior Learning & Anomaly Detection" also ? In case yes, please add the below point under Application Performance Management section to increase clarity "Automatic detection of what is normal for each key transaction on a web site with Self-learning over time, automatically deprecating/de-weighting data over time"	Refer to the Corrigendum - I
142	Vol. II	2/Page 12	Providing manpower with required skills on IT systems like desktop/laptops and systems	Please provide the location wise asset distribution details.	The location wise distribution details provided in the Corrigendum - I
143	VOL. II	2/Page 12	Providing manpower with required skills on IT systems like desktop/laptops and systems	Please mention what is the expectation on EUS at Zonal Offices, Regional offices, Sub-Regional offices, Field Offices. We assume if hands & leg support is required; an on call engineer will visit to the respective site and resolve the issue. Please confirm.	Support to be provided on the deliverables supplied by SI, as per SLA mentioned in

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
					the RFP.
144	VOL. II	6/Page 12	Insure the entire hardware against the infrastructure deployed at various locations for the entire duration of the contract against vandalism, theft, fire and lightening.	What is the expectation from SI?	As per RFP
145	VOL. II	13/Page 12	Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of the TBI.	Who will provide training infrastructure? And how many people are required to be trained? What is the duration of the training?	SI to propose the training batches and plan the training schedule.
146	VOL. II	16/ Page 12	Deploy the required manpower to manage the operations	Please mention from where the DC team will be operating?	As per RFP
147	VOL. II	20/Page 12	Regular Backup as per the schedule and Disaster Recovery	Will NOC team help SI to rotate tapes on regular basis in the hosted DC?	1. Regular backup of installation files, systems would be taken in the backup server. Bidder is free to choose manual or automated (tool based) process. 2. For DRC data synchronization and back up a DR management tool has to be proposed by the bidder

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
148	VOL. II	42362	To set up a two seated helpdesk at TBI premises with all the required infrastructures like (resource, systems, log book/tool, connectivity, toll free numbers etc.)	Please mention if SI has to arrange infrastructure for other 3 resources (Application, database, Systems)	Yes
149	VOL. II	3.3.3 Page 29	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.	We assume that TBI will provide the required infra for Helpdesk. (like desktop, Internet connectivity, telephone, logistics etc.). Kindly confirm.	As per RFP
150	VOL. II	3.4,II Page 30	Asset Management	Do we need to provide any asset management tool?	As per RFP
151	VOL. II	III Page 28	Undertake preventive maintenance (any maintenance activity that is required before the occurrence of an incident with an attempt to prevent any incidents) and carry out the necessary repairs and replacement of parts wherever needed to keep the performance levels of the hardware and equipment in tune with the requirements of the SLA. Such preventive maintenance shall not be attended during working hours of the TBI, unless inevitable and approved by the TBI.	Please mention the frequency of PM activity. What is the scope for PM and any proof to be provided for the same?	As per RFP
152	VOL. III	11, Page 78	In each of the training given by the Implementation Agency to the Tea Board of India: i)No participant should fail the test	What is the expectation from the training? How the assessment is going to be done?	Refer to the Corrigendum - I
153	VOL. III	11, Page 78	i)Retrain the participants who fail in the test until they pass.	What is the min and max attempts that will be allowed? What will be the pass criteria	Refer to the Corrigendum - I
154	VOL. III	11, Page 78	ii) Penalty 5% of the milestone amount for each 3% of the attendant failing the test beyond 5% of the training strength	Request you to revisit the clause	Refer to the Corrigendum - I

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
155	VOL. III	3 Page 82	Post- Implementation SLA Attendance Register at each project location duly signed by the location head daily/weekly (as deemed appropriate by TBI)	Specify the location where manpower required to be deployed	As per RFP
156	VOL. I	Form 2 C/2	Details of Data Digitization (Scanning and Data Entry) Cost	What are the total pages for Digitization? The volume under 'Indicative Volume' is/are pages/ or records?	As per RFP
157	VOL. I	Form 2 C/3	Details of Data Digitization (Scanning and Data Entry) Cost	What is volume break up in page size, A4, A3, Ao etc.	As per RFP
158	VOL. I	Form 2 C/4	Details of Data Digitization (Scanning and Data Entry) Cost	In which language documents are available and in which language Data Entry has to be done?	As per RFP
159	VOL. I	Form 2 C/5	Details of Data Digitization (Scanning and Data Entry) Cost	Is documents are printed or hand written?	Mostly Printed
160	VOL. I	Form 2 C/6	Details of Data Digitization (Scanning and Data Entry) Cost	How many approximate characters are there in each page or per Field?	As per RFP
161	VOL. I	Form 2 C/7	Details of Data Digitization (Scanning and Data Entry) Cost	Pages are single side written/printed or both the side?	May be single sided may be double sided
162	VOL. I	Form 2 C/8	Details of Data Digitization (Scanning and Data Entry) Cost	Please share a sample page for reference	As per RFP
163	VOL. I	Form 2 C/9	Details of Data Digitization (Scanning and Data Entry) Cost	Scanning has to be done in B&W, Color or Grayscale?	The image should be clearly readable/visible by the TBI officers
164	VOL. I	Form 2 C/10	Details of Data Digitization (Scanning and Data Entry) Cost	Are there any specifications set for, DPI, minimum tagging requirement etc.?	The image should be clearly readable/visible by the TBI officers
165	VOL. I	Form 2 C/11	Details of Data Digitization (Scanning and Data Entry) Cost	Is there any requirement of Zone Mapping, OCR, and ICR?	As per RFP
166	VOL. I	Form 2 C/12	Details of Data Digitization (Scanning and Data Entry) Cost	What is state of paper, loose, hard Bind	Combination of all

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
167	VOL. I	Form 2 C/13	Details of Data Digitization (Scanning and Data Entry) Cost	How old documents are (5 Yrs., 10 Yrs. etc...)	Documents are present from the inception of Tea Board.
168	VOL. I	Form 2 C/14	Details of Data Digitization (Scanning and Data Entry) Cost	What is the duration for work completion (weeks, months)	As per RFP
169	VOL. I	Form 2 C/15	Details of Data Digitization (Scanning and Data Entry) Cost	Is customer providing all required Infra, like, Computer, Software, Scanners, work space, Power supply etc...?	As Per RFP
170	VOL. I	Form 2 C/16	Details of Data Digitization (Scanning and Data Entry) Cost	At how many locations work has to be executed?	As Per RFP
171	VOL. I	Form 2 C/17	Indicative Volume for data Digitization (to be used for digitization costing)	Kindly explain this table in terms of Scope under Digitization?	As Per RFP
172	VOL. I	Form 2 C/18	Indicative Volume for data Digitization (to be used for digitization costing)	There are some Items left as blank, in that what is the scope?	As Per RFP
173	VOL. I	Form 2 C/19	Indicative Volume for data Digitization (to be used for digitization costing)	Is there any scope of Scanning as well or only Data Entry is required?	As per RFP
174	VOL. II	3.2.5, Pg. No. 26	Capacity Building/Training	The employee numbers in the table are shared in 4 groups, Gr A, Gr B, Gr C, & GR D. What do these groups stand for? Any specific reason behind grouping, please clarify Is the training also required in local language, is it expected that the user manuals also be given in different languages? Please specify the languages. What is the approximate number of new joinees to be considered for training? What would be the frequency of this training?	As Per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
175	VOL. II	3.1, Pg. No. 12	Provide computer basic skills training and advanced training on application modules to the staff members and stakeholders of the TBI.	How many users are to be trained at each location? Please share the breakup of users at HO, RO & ZO. Are the Computer basic skills training required for all the users? How many days of overall training are required? Is the training to be delivered at each location (HO, RO & ZO) or will the users gather at a central place for training purpose?	Refer to the Corrigendum - I
176	VOL. II	3.2.5, Pg. No. 26	Field Officials	There are total 87 Filed Officials from Gr A & Gr B. Where is the training for these officials to be conducted?	Refer to the Corrigendum - I
177	VOL. II	3.2.6 Pg. No. 26	Manpower requirements for Application Handholding support	What will be the timings at the HO, ZO & RO's that the resources will have to follow?	As per TBI's Office timings
178	VOL. II	3.2.6, Pg No. 27	Manpower requirements for Application Handholding support	Handholding is required at HO, ZO Guwahati, ZO Coonor & 21 RO. Does the 21 RO mean handholding at 21 Regional Offices? Please clarify.	As Per RFP
179	VOL. II	3.2.6, Pg. No. 27	Manpower requirements for Application Handholding support	How many users are to be supported during handholding period at each of these locations?	Refer to the Corrigendum - I
180	VOL. II	General	Manpower requirements for Application Handholding support	Is CBT with Audio visuals to be created for Self training and reference?	Upto the SI
181	VOL. II	General	Manpower requirements for Application Handholding support	Is a Learning Management System (LMS) to be created?	Upto the SI
182	VOL. II	Page 13 of 71	TBI will Host the application in a government cloud,	Do bidder need to factor any hardware delivery, implementation and support for DR	As per RFP
183	VOL. II	Page 36 of 71	B. System Software	Server specifications for system software components mentioned?	Sizing (in terms of CPU, Core, RAM et.c) of the servers have to be done by the bidders in accordance to which the licensing

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
					requirement of the system softwares should be proposed
184	VOL. II	24	3.9. Chairman's Dashboard	Please list down number of dash board to be generated	As per RFP (Refer to Annexure FRS)
185	VOL. II	9	2.3. Periodic Reports and Review Dashboard Service	Please list down number of reports to be generated	As per RFP (Refer to Annexure FRS)
186	VOL. II	24,9	3.9. Chairman's Dashboard	Do you require Mobility for reporting and Dashboard	Not required
187	VOL. II	24,9	2.3. Periodic Reports and Review Dashboard Service	Do you require alert and comments in reports	As per RFP
188	VOL. II	24,9	2.3. Periodic Reports and Review Dashboard Service	Do you require workflow for reports	As per RFP
189	VOL. II	24,9	2.3. Periodic Reports and Review Dashboard Service	Let us know number of source to generate reports and dashboards	From all data sources that would be part of TBAS system
190	VOL. II	44	4.1.5.1. Statistics department requirements	According to this RFP there is requirement for statistical model and big data, can you please elaborate on the exact requirement of Big data	As per RFP
191	VOL. II	44	4.1.5.1. Statistics department requirements	Do you require statistical and predictive model for analytics	As per RFP
192	VOL. II	Page 9 of 71	Requirement Gathering for Citizen & Business Centric services (Licensing and subsidy disbursement services) and Statistics.	What is the intent of the Requirement gathering here? Is there web application requirement for providing these services over internet or intranet?	These activities have to be completed in the 1st Phase, as per timelines

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
					mentioned in the RFP
193	VOL. II	General		What are the expected number of users in case this is an web based application	As per RFP
194	VOL. II	General		What are the services that need to be rendered on the portal?	As per RFP
195	VOL. II	General		How many internal and external users will be using the system?	As per RFP
196	VOL. II	General		What are the functionalities to be accessed by internal/external users?	As per RFP
197	VOL. II	General		Is there any existing User repository in place like LDAP/AD?	NO
198	VOL. II	General		Is there a need for User Migration from existing repository?	NO
199	VOL. II	General		DO we have to propose a full-fledged IDAM Solution?	As per RFP
200	VOL. II	General		Does the customer have any existing SSO solution? Or we need to propose the same?	NO
201	VOL. II	General		How many environments need to be built? Dev, Staging, Prod, DR. Pls confirm	As per RFP
202	VOL. II	General		Is there a preferred Platform for the portal - J2EE/Microsoft/ Pls confirm	As per RFP
203	VOL. II	General		How many reports to be generated? Who will access these reports- end users, Internal business users?	As per RFP (Refer to Annexure FRS)
204	VOL. II	General		Is there a need for portal Analytics?Pls share the nature of reports expected?	As per RFP
205	VOL. II	Page 9 of 71	11. Data Digitization	What is the actual intent with data Digitization requirement? IS there any data entry requirement is there? IF yes please share the Volumetric	As per RFP
206	VOL. II	General		Is there any requirement of DMS or is there any existing DMS in place to be integrated?	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
207	VOL. II	General		Are the Documents going to be scanned by every user for uploading into ECM? Or the documents would be scanned from central scanner?	Both
208	VOL. II	General		Are the web based scanning system is required? If so, what are the scenarios of it?	As per RFP
209	VOL. II	General		What is the general scanning & upload process envisaged by Customer, starting from Scanning, Indexing, OCR, Classification, and Verification to Uploading into ECM?	Both
210	VOL. II	General		How many physical types of documents (Invoices, Employee Certificates etc.) are available for scanning and data extraction?	As per RFP
211	VOL. II	Page 9 of 71	13. Training	What is the number of training batches? Please confirm that the training will be at central location only? What is the coverage expected from Training?	As per RFP (SI to propose the Training Plan and approach)
212	VOL. II	Page 9 of 71	13. Training	We assume no product based training will be provided at the same time Functionality implemented required to be given to the Users of Assam Tea Board	As per RFP
213	VOL. II	Page 9 of 72	I. Key Migration/Integration Requirements	Does the listed application required to be re-engineered as fresh or they will be used AS IS ? Else integration requirement for the application without having a complete knowledge will be challenge. Please provide the details of the C++ version, .net version, SQL version, with Details of Hardware on which its deployed	As per RFP
214	VOL. I	sec 4.2 III	Tea Board plans to implement the TBAS solution in cloud enabled data center of any State/PSU/Department/Govt. Undertakings. The services will be extended to all the offices of Tea Board of India and all the stakeholders.	The cloud enabled data center already exists? The topology and specification information needed for implementation	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
215	VOL. II	Section 2 V	The payment gateway	Is the payment gateway already integrated with other applications?? The increase in the capacity due to the application will be on Tea Board onus? Confirm if the same to be used for this RFP Scope`	No
216	VOL. II	Section 2 V	the selection and infrastructure services will be arranged and provided by the Tea Board	Our understanding id that we will be provided with all possible environments for PROD/UAT/TEST/DEV by the Tea Board and it will be ready to use as per our suggested Time schedule and deliverables. Confirm	Only Production Environment will be provided to host the application.
217	VOL. II	Section 2 X	Third party audit and go-live	The probable audit company and standards from application perspective?	As per the general audit standard of DeitY, GOI
218	VOL. II	Section 3.1 , 17	Errors in data entry as defined in this RFP are met.	Error in data entry is system validated. It may be human error. The human error part needs clarification so as to mitigate penalty against SLA.	As per RFP
219	VOL. II	Section 3.1.1	The integration / migration of the existing system.	The system is in .NET/SQL set up. In case system are not having integratable point, the systems will be migrated.	As per RFP
220	VOL. II	Section 3.2.1.6	digitally signing different databases used in different applications by appropriate authorities,	Please provide the details for synchronizing the digital sign. And what's the current number of signatures available	No Digital signatures are available with TBI
221	VOL. II		General	Are User Metrics and Concurrency numbers specified?	Yes, Specified in RFP Volume III
222	VOL. II		General	Please confirm that the overall contract period is for 1 + 3 years?	Yes, however the the 1 year includes the implementation and Go Live of the application and then O&M phase for 3 years from the

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
					Go Live date
223	VOL. II		General	Support Requirement timeline (24x7, 5x8 ?)	As per RFP
224	VOL. I	Section 6.2 Page No. 28-(Vol-I)	The project should have all of the following components : – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration	Does the Electronic Forms refer the HTML Based input screens of Web Application.	As per RFP
225	VOL. I	Section 6.2 Page No. 30 (Vol-I)	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.	Please clarify the term Cloud Data Center. Does the cloud data center refers to any Data Center that offers the Infrastructure as Services ?	Infrastructure as a service from Cloud services
226	VOL. II	Section 3.2.1.5 TBAS Functional Modules	Integration of Digital Signatures with TBAS Application: The TBAS portal should be made accessible to government official users / registered users over internet through secure user id and password. The biometric/digital signatures need to be integrated for enabling authenticity of the approving authority.	The Procurement of Digital Signature and Biometric Readers, their solution implementation is out of the scope of this RFP. Is this understanding correct?	As per RFP
227	VOL. II	Section 3.2. 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	Please share the user breakup of the Internet facing and Intranet Users (Internal Users).	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
			using a browser (through internet for external users and through internet or VPN for internal users).		
228	VOL. II	Section 3.2. Solution & Technology Architecture		Please share the user breakup against each functional module. It will help us to plan the appropriate sizing.	Refer to the Corrigendum - I
229	VOL. II	Section 3.2. Solution & Technology Architecture		How much concurrency (users) that are foreseen in the proposed applications during any possible peak.	As per RFP
230	VOL. II	Section 3.2. Solution & Technology Architecture		Are there any specific time period when spike in the user activity is envisaged.	Yes, Last quarter of the Financial Year
231	VOL. II	Section 3.2.2 Data Digitization (Page No. 25/71) Vol-II		Request the department to share the volumes of data to be digitized.	As per RFP
232	VOL. II	Section 3.2. Solution & Technology Architecture		How many Document Management & File Tracking System users are envisaged.	As per RFP
233	VOL. III	13.2 Page no. 14	The <<'System integrator'>> shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	Request deletion of this clause. The <<'System integrator'>> shall waive any charge for a Service that is not invoiced within six months after the end of the month in which the change relating to such Service is (i) authorized or (ii) incurred, whichever is later.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
234	VOL. III	To be added	Savings Clause	Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidder's performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	As per RFP
235	VOL. III	To be added	Deemed Acceptance	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Bidder within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever occurs earlier. Parties agree that Bidder shall have 15 days time to correct in case of any rejection by Client.	As per RFP
236	VOL. III	To be added	Arbitration	This Agreement shall be governed by laws in force in India. In the event of any dispute arising out of this Agreement the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Delhi. The language of the arbitration proceedings shall be English. Any dispute arising in relation to this Agreement shall be subject to the jurisdiction of the courts at Delhi.	As per RFP
237	VOL. III	To be added	Transfer of risk and title	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
238	VOL. III	To be added	Termination	<p>Either Party shall have the right to terminate this Agreement at any time: With Cause – in the event that the other party commits a material breach of the Agreement and fails to cure such default to the non-defaulting party’s reasonable satisfaction within thirty (30) days.</p> <p>In the event of termination by owner, the Bidder shall be paid for the:</p> <ol style="list-style-type: none"> 1. goods delivered 2. services rendered 3. work in progress 4. unpaid AMCs 5. third party orders in pipeline which cannot be cancelled despite Bidder's best efforts 5. unrecovered investments shall be paid by customer as per termination schedule till the date of termination. 	As per RFP
239	VOL. III	To be added	Change Orders	<p>Either party may request a change order (“Change Order”) in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Bidder shall not be bound to perform any additional services.</p>	As per RFP

Sl. No.	RFP Document Reference(s)	Section & Page Number(s) of the RFP	Content of RFP requiring Clarification(s)	Points of clarification	Response
240	VOL. III	To be added	Assignment/Discounting of receivables	<p>(1) Customer hereby agrees and provides consent to Wipro to have enabling rights to assign the receivables under this Contract to a financial or banking institution or any other institution/organization engaged in the business of funding. For avoidance of doubt, such assignment may include but is not limited to sale of receivables.</p> <p>(2) Customer shall provide full support and cooperation to Wipro to enable Wipro to assign and discount the receivables which shall include execution of tri-partite agreement/undertaking in order to enable Wipro to complete the documentation aspect pertaining to the assignment of receivables.</p> <p>(3) In the event if RFP/Contract provides for takeover of ownership of Customer asset or asset financing for the project in any other manner, it shall be conditioned upon successfully securing the finances from a financial or banking institution or any other institution/organization engaged in the business of funding.</p>	As per RFP