



**Response to Queries  
Against  
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 dated: 08.06.2015**



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

**RFP –VOL.I**

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
1	Volume 1		Single Bidder	Kindly consider for Consortium bidding	<b>Consortium is Not allowed.</b>
2	Volume 1	Page-31,Section 6.2.1.e	Average Annual Sales Turnover generated from Information Technology (IT) If the Average Turnover for last 3 Financial Years is >=Rs. 50 Crore but <200 Crores - 1 Mark >=Rs. 200 Crore but <300 Crores - 2 Marks >=Rs. 300 Crore but <400 Crores - 3 Marks >=Rs. 400 Crore but <=500 Crores - 3 Marks Above Rs. 500 Crores - 5 Marks services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets	Marks are not distributed properly and same marks have been provided for >=Rs. 300 Crore but <400 Crores - 3 Marks >=Rs. 400 Crore but <=500 Crores - 3 Marks Kindly rectify the same	<b>Corrigendum will be published ( Please refer to Corrigendum -III)</b>
3	Volume 1	Page -7 Section 2.6	Last date, time (deadline) for submission of bids in response to RFP notice Tuesday, 30.06.2015, 03.00 PM Tea Board of India (Under Ministry of Commerce & Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001	Since the prebid is called on 16.06.15 & probably the corrigendum if any will be published by in next 2 days so will leave with less then 15 days for preparation of the BID so requesting to provide atleast 20 days time between clarification on prebid queries and submission date for such a large bid preparation.	<b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b>

4	Volume 1			With reference to the above tender we request you to kindly extend the due date for submission of bid documents by ten days i.e. from 30th June to 10th July, 201	<b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b>
5	Volume 1			We would also like to request for allowing Consortium bidding as Prime bidder is going to be solely responsible for the execution and implementation.	<b>Consortium is Not allowed.</b>
6	Volume 1			Marking for CMM Certification: CMM Level 3 has been provided 1 Marks in Section 3.1. It is mentioned that "Design and develop various manuals (as per CMM Level 5 guidelines) like User manual, Trouble Shooting manual etc. for the system" so we kindly request to change it to CMM Level 3 guideline and accordingly the minimum marks should be amended for CMM Level 3 Certification.	<b>Corrigendum will be published (Please refer to Corrigendum III)</b>

7	Volume 1	Page 25 - Section 6.1 Prequalification	<p>Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation in India. Specifically each project should have components of System Integration such as Application Development/customization, Helpdesk/Application Support, Application related training/handholding support necessarily for this project. Total value of such Assignment/Assignments which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14) should be minimum 15 Crores.</p>	<p>Is it necessary that bidder should have experience in all services/components like Application Development, Helpdesk/Application Support, Application related training/handholding support? In case the bidder has any or combination of all the components, will it be considered. Many cases the nature of the project includes scope of work in combination of all these components.</p>	<b>As per RFP</b>
8	Volume 1	Prequalification	Consortium	<p>We understand that consortium is not allowed. Requesting to allow the consortium.</p>	<b>Consortium is Not allowed.</b>
9	Volume 1	Page -7 Section 2.6	<p>Last date, time (deadline) for submission of bids in response to RFP notice Tuesday, 30.06.2015, 03.00 PM Tea Board of India (Under Ministry of Commerce &amp; Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001</p>	<p>Requesting to extend the submission date by minimum 10 days.</p>	<b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b>

10	Volume 1			<p>....., we felt that it is necessary to have consortium with some IT Domain Professionals. The recent and the latest technologies are integrative in nature and most of the solutions are available from different domains to give holistic solutions on one platform.</p>	<p><b>Consortium is Not allowed.</b></p>
11	Volume 1			<p>The Time duration set between Date of pre bid meeting and the last date of submission of bid documents seems to be very short for planning the analyzing the feasible study. In view of the above, we request you that, the consortium bidding may please be allowed and the last date for submission of EOI documents may please be extended by another one month from the present date.</p>	<p><b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b></p> <p><b>Consortium is Not allowed.</b></p>

12	Volume 1	Page 18 Section 5.4.3 (a) and Page 24 Section 6.1 (1)	<p>Bidders shall submit, along with their Bids, EMD of Rupees Thirty Lakh only (INR 30,00,000 only), in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure II: Form 3) issued by any Scheduled/nationalized bank in favour of Tea Board, payable at Kolkata and should be valid for 12 months from the date of submission of technical bid response.</p> <p>and</p> <p>(b) Payable at Kolkata and issued by any scheduled / nationalized bank or in the form of original bank guarantee in the format prescribed in ref : "Tender Document Fee &amp; Earnest Money Deposit Details" for Rs. 30,00,000 (Thirty Lakhs Only) only.</p>	Can the EMD be submitted in the form of DD, as its mentioned differently in both sections. Please clarify	<b>Yes. EMD may be submitted in the form of DD as well.</b>
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13	Volume 1	Page 25 ; Section 6.1 (5)	<p>Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation in India. Specifically each project should have components of System Integration such as Application Development/customization, Helpdesk/Application Support, Application related training/handholding support necessarily for this project.</p> <p>Total value of such Assignment/Assignments which have <b>gone live</b> in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14) should be minimum 15 Crores.</p> <p>Ref format : "Project Citation Format" Details of Experience of responding firm/ Project Citation for projects supported with Work order and <b>Proof of Go-live/ Project completion/Client satisfactory certificates</b> signed by the authorised signatory from client/Self certificate</p>	<p>Request you to please include the projects for the FY 14-15 and also the Ongoing projects in the criteria. Also as document proof, please include Purchase Order from client.</p> <p>Request to rephrase it as "Total value of orders which are under implementation in the last 5 years (including FY 14-15) should be minimum 15 crores.</p>	<p><b>Point -1) Corrigendum will be published ( Please refer to Corrigendum III) Point -2) As per RFP</b></p>
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14	Volume 1	Page 28 Section 6.2 (a)	The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below: a. Software development/Customization b. Hardware delivery and commissioning c. Training d. O&M in last 5 financial years ending <b>2013-14.</b>	Request you to please include the projects ending in FY 2014-15	<b>Yes. Corrigendum will be published ( Please refer to CorrigendumIII)</b>
15	Volume 1	Page 28 Section 6.2 (a)	Project Citation specifically mentioning the components used in the project cited , Copy of Work order/agreement and Proof of Go-live/Project completion /satisfactory certificates/self-certificate for <b>successful implementation</b> mentioning the scope of the work for each project	Request you to please include the Ongoing projects as well in the criteria	<b>As per RFP</b>
16	Volume 1	Page 28 Section 6.2 (a)	The agency should have <b>at least</b> THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:	Request you to modify the clause ATLEAST to MAXIMUM of 3 references, as Evaluation Parameters allows only 3 citations maximum.	<b>As per RFP</b>



17	Volume 1	Page 29 Section 6.2 (b)	The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.5 crore (for software development/customization and software Support component only). Each project should have minimum 2 components from the list below: – Portal –Web based Application – Electronic/ Online Application Forms/Application Customization – Workflow Automation	Request you to please include projects in the Financial Year ending 2014-15	<b>Corrigendum will be published( Please refer to Corrigendum III)</b>
18	Volume 1	Page 30 Section 6.2 (c)	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14	Request you to please include projects in the Financial Year ending 2014-15.  Also request to modify the clause as ""maximum number of locations across this projects will get weightage , e.g. > 100, >75 and >50 and maximum 5 citations to be submitted ""	<b>Point No-1) Corrigendum will be published ( Please refer to Corrigendum III) Point No-2) As per RFP</b>
19	Volume 1	Page 51 Section 5		Request you to please include the projects for the FY 14-15 and also the Ongoing projects in the criteria. Also as document proof, please include Purchase Order from client.	<b>Yes, FY 14-15 included. Please refer to Corrigendum III</b>

20	Volume 1	Page 54 Form 4B 1 (a)		Request you to please include the projects for the FY 14-15	<b>Yes, FY 14-15 included. Please refer to Corrigendum III</b>
21	Volume 1	Page 54 Form 4B 1 (b)		Request you to please include the projects ending in FY 2014-15	<b>Yes, FY 14-15 included. Please refer to Corrigendum III</b>
22	Volume 1	Page 54 Form 4B 1 (c)		Request you to please include the projects ending in FY 2014-15	<b>Yes, FY 14-15 included. Please refer to Corrigendum III</b>
23	Volume 3	Page 42 - Schedule 6	Payment Schedules	Request to please amend the schedules and provide Mobilization Advance of 10% to the winning bidder once the PBG has been submitted to the client.	<b>As per RFP</b>
24	Volume 3	Page 42 - Schedule 6	Payment Schedules	Request the following payment terms. 100% payment on hardware/third party software on delivery, installation and commissioning. 100% Application implementation services cost by Go-live Application support services as equated QGR in the O&M phase	<b>As per RFP</b>
25	Volume 1			With reference to the above request we request you to kindly extend the due date for submission of Bid documents by ten days i.e. from 30th June to 10th July 2015.	<b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b>

26	Volume 1			We would like to put to your kind consideration that since this project requires different capability and technology to be integrated so bidding with consortium partner of right capability will have the advantage of cost optimization and better services though the Prime bidder is solely responsible. Requesting to allow consortium bidding.	<b>Consortium is Not allowed.</b>
27	Volume 1			Permitting bidders to form consortium which would offer synergies to offer a superior IT platform for Tea Board	<b>Consortium is Not allowed.</b>
28	Volume 1			Extending the bid submission date by atleast 4 - 6 weeks to facilitate bidding partners to work out their combined proposition	<b>Corrigendum will be published (Please refer to Corrigendum -IV)</b>

29	Volume 1	<p>5.4.4 Submission of Proposals - I Prequalification Proposal, Page no. 19</p> <p>5.4.5 Authentication of Bids, Page 20</p>	<p>Special Power of Attorney/Board Resolution/ LOA ((supported by board resolution or POA), duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder</p> <p>The Proposal should be accompanied by a board resolution/power-of-attorney in the name of the signatory of the Proposal</p>	<p>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.</p>	<b>Yes, As per RFP.</b>
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30	Volume 1	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 acceptable?	<b>Request is not accepted. You need to provide the complete document as per RFP.</b>
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31	Volume 1	6.1 Prequalification Criteria Pt-11, Page 25	<p><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)"</p>	<p>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. Hence request you to Accept LOA for the authorized signatory and this will supported by copy of Power of Attorney in the name of Person signing the above LOA for the authorized signatory for the bid.</p>	<b>Yes, As per RFP.</b>
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32	Volume 1	6.2 Technical Qualification Criteria Pt-1a - SI Projects, Page 28	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/ state Governments/gov.enterprise) having minimum 2 components for each project from the list below:</p> <ul style="list-style-type: none"> <li>a. Software development/ Customization</li> <li>b. Hardware delivery and commissioning</li> <li>c. Training</li> <li>d. O&amp;M</li> </ul> <p>in last 5 financial years ending 2013-14.</p>	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/ state Governments/gov.enterprise / Pvt. Organization) having minimum 2 components for each project from the list below:</p> <ul style="list-style-type: none"> <li>a. Software development/ Customization</li> <li>b. Hardware delivery and commissioning</li> <li>c. Training</li> <li>d. O&amp;M</li> </ul> <p>in last 5 financial years ending 2013-14.</p>	<b>As per RFP</b>
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33	Volume 1	6.2 Technical Qualification Criteria Pt-4. b- Application Hand Holding support manpower, Page 32	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 details (Qualification and Experience) as required for evaluation and detailed CV of say 5 people meeting the criteria and the similar or better profiles will be providing for the proposed number during project execution stage. Please confirm if this is acceptable?	<b>As per RFP</b>
34	Volume 1	Page-100	Indicative Volume for data Digitization	Please provide few sample pages to be digitized for our proper estimation & to understand the condition of the documents.	<b>As per RFP</b>
35	Volume 1		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?	<b>As per RFP</b>
36	Volume 1	Page-100	Indicative Volume for data Digitization	Scanning has to be done in B&W, Color or Grayscale?	<b>As per RFP</b>



37	Volume 1	Page-26	Details of Sub-Contracting-->bidder may enter into a sub-contract	Please confirm whether a bidder can appoint separate specialised subcontractor for Hardware, Training, Handholding&Digitisation work each?	<b>As per RFP</b>
38	Volume 1	Page-92	Form 2A: Details of Bill of Material and Capital Cost Computation	Whether unit rate shall be inclusive of Supply, Freight, Insurance and Installation Cost? If yes, we assume the delivery & installation in a particular remote office will be carried out in single phase, kindly confirm	<b>As per RFP</b>
39	Volume 1	Page-67	Form-13, MAF Format	There are few international OEMs who generally issues project specific MAF in their standard format. Hence the MAF issued by them may not be in the format as specified in RFP. Hence request you to accept the MAF in their standard format from such OEMS.	<b>As per RFP</b>
40	Volume 1	6.1.4; 25; Pre-Qualification Criteria	Average Annual Sales Turnover generated from Information technology (IT) services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets must be Rs. 50 Crores or more for each of the last 3 years	Please include FY 14-15 ( Otherwise it is not possible for us to participate in this Tender)	<b>Corrigendum will be published ( Please refer to Corrigendum III)</b>

41	Volume 1	6.1.4;25; Pre- Qualification Criteria	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation in India. Specifically each project should have components of System Integration such as Application Development/customization, Helpdesk/Application Support, Application related training/handholding support necessarily for this project. Total value of such Assignment/Assignments which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14) should be minimum 15 Crores.	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation in India. Specifically each project should have components of System Integration such as Application Development/customization, Helpdesk/Application Support, Application related training/handholding support necessarily for this project. Total value of such Assignment/Assignments which have gone live in the last 5 years <b><u>(as on date of submission of bid)</u></b> should be minimum 10 Crores.	<b>Corrigendum will be published ( Please refer to Corrigendum III)</b>
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42	Volume 1	6.2.1.a; 28; Technical qualification criteria; Past Experience and Capability of the responding firm; System Integration projects	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <p>a. Software development/Customization  b. Hardware delivery and commissioning  c. Training  d. O&amp;M in last 5 financial years ending 2013-14.</p> <p>Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 5 Crore shall be considered for evaluation. If the average of the project value of the 3 citations is:  &gt;INR 15 Crores = 5 points;  &lt;INR 15 crores but &gt;= INR 10 crores = 3 points;  &lt;INR 10 crores but &gt;=INR 5 crores = 1 points; else 0.</p>	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <p>a. Software development/Customization  b. Hardware delivery and commissioning  c. Training  d. O&amp;M in last 5 financial years <b><u>as on date of submission of bid</u></b><b><u>Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 3 Crore shall be considered for evaluation. If the average of the project value of the 3 citations is:</u></b>  <b><u>&gt;INR 10 Crores = 5 points;</u></b>  <b><u>&lt;INR 10 crores but &gt;= INR 5 crores = 3 points;</u></b>  <b><u>&lt;INR 5 crores but &gt;=INR 3 crores = 1 points; else 0.</u></b></p>	<p><b>Corrigendum will be published ( Please refer to Corrigendum III) for inclusion of FY 14-15. Marking will be done as per RFP.</b></p>
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43	Volume 1	6.2.1.b; 29; Technical qualification criteria; Past Experience and Capability of the responding firm; Software Solutions	<p>The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.5 crore (for software development/ customization and software Support component only). Each project should have minimum 2 components from the list below:</p> <ul style="list-style-type: none"> <li>– Portal</li> <li>– Web based Application</li> <li>– Electronic/ Online Application</li> <li>-- Forms/Application Customization</li> <li>– Workflow Automation</li> </ul> <p>&gt; 4 Projects – 5 points;  4 Projects - 4 points;  3 Projects - 3 points;  2 Projects - 2 points; else 0.</p>	<p>The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years <b>as on date of submission of bid</b> and each project having a minimum value of INR 1 crore (for software development/ software implementation/customization and software Support component only). Each project should have minimum 2 components from the list below:</p> <ul style="list-style-type: none"> <li>– Portal</li> <li>– Web based Application</li> <li>– Electronic/ Online Application</li> <li>-- Forms/Application Customization</li> <li>– Workflow Automation</li> </ul> <p><b><u>&gt; 4 Projects – 5 points;</u></b>  <b><u>3 Projects - 4 points;</u></b>  <b><u>2 Projects - 3 points;</u></b>  <b><u>1 Project - 2 points; else 0.</u></b>  <b><u>Maximum 4 citations to be provided</u></b></p>	<p><b>Corrigendum will be published to accommodate FY 14-15 and the other evaluation criterion will remain unaltered. (Please refer to Corrigendum III)</b></p>
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44	Volume 1	6.2.1.c; 30; Technical qualification criteria; Past Experience and Capability of the responding firm; Multi location projects in India	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years <b><u>as on date of submission of bid</u></b>	<b>Corrigendum will be published to accommodate FY 14-15 (Please refer to Corrigendum III)</b>
45	Volume 1	6.2.1.d; 30; Technical qualification criteria; Past Experience and Capability of the responding firm; Quality certification of the bidder	CMMi certification CMMi Level 3 - 1 Mark CMMi Level 4 - 2 Marks CMMi Level 5 - 5 Marks	CMMi certification CMMi Level 3 - 1 Mark CMMi Level 4 - 4 Marks CMMi Level 5 - 5 Marks	<b>As per RFP</b>

46	Volume 1	6.2.1.e; 31; Technical qualification criteria; Past Experience and Capability of the responding firm; Financial capability of the bidder	Average Annual Sales Turnover generated from Information Technology (IT) services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets	Please include FY 14-15 ( Otherwise it is not possible for us to participate in this Tender)	<b>Corrigendum will be published to accommodate FY 14-15</b>
47	Volume 1	Pg. 17, section 5.3.1	The Bidders will have to ensure that their queries for Pre-Bid meeting should reach ..... email on or before Monday, 15.06.2015, 3.00 PM	Due to the gravity & complexity of this Project & its Application(s), it is requested to put /place further queries at later stage for better clarity and in the interest of the project	<b>Not acceptable</b>
48	Volume 1	Page-9, Point - 4.2(iii) and Page 15 (3,4,5,6,7)	I. Tea Board plans to implement the TBAS solution in cloud enabled data centre of any State/PSU/Department/Govt. undertakings. The services will be extended to all the offices. II. of Tea Board of India and all the stakeholders.	1. Who will provided the Cloud hosting space - Tea Board authority or SI? 2. If SI will be responsible for the cloud space allocation and hosting then will it be only Government/PSU, or any reputed private data center may consider for this? More clarity required in this case.	<b>As per RFP</b>

49	Volume 1	Page - 109, Point-IB	Percentage of procurement for which preference for domestically manufactured desktop PC is to be provided in value terms	Reliability of domestically manufactured equipments will be a major critical point for this clause. More clarity on 'Percentage.....preference' , 'commercial to be affected, IF ANY' and 'SLA like to be affected' etc. is required in this case.	<b>As per RFP</b>
50	Volume 1	Section: 5.3.2(I), Page 18	The Nodal Officer appointed by the TBI will endeavour to provide timely response to all queries. However, TBI makes no representation or warranty as to the completeness or accuracy of any response; nor does TBI undertake to answer all the queries that have been posed by the bidders.	Need more clarifications regarding the completeness and accuracy of response to queries	<b>As per RFP</b>
51	Volume 1	Section: 5.6.4(i), Page 21	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.	Will the cost for licenses be reimbursed by TBI / Cost for licenses be factored in the payment for System Integrator ?	<b>As per RFP</b>

52	Volume 1	Section: 6.2 Table 2 - 1(a), Page 28	<p>The agency should have at least THREE references for implementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <ul style="list-style-type: none"> <li>a. Software development/Customization</li> <li>b. Hardware delivery and commissioning</li> <li>c. Training</li> <li>d. O&amp;M in last 5 financial years ending 2013-14.</li> </ul>	Will same criterion satisfaction with respect to private clients be considered ?	<b>No,As per RFP</b>
53	Volume 1	Section: 6.2 Table 2 - 1(b), Page 29	<p>The agency should have at least TWO completed / ongoing software development projects (government of India/PSU/State Governments) in India in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.5 crore (for software development/customization and software Support component only). Each project should have minimum 2 components from the list below:</p> <ul style="list-style-type: none"> <li>– Portal Application</li> <li>– Web based Application</li> <li>– Electronic/ Online Application</li> </ul>	Will same criterion satisfaction with respect to private clients be considered ?	<b>No, As per RFP</b>



57	Volume 1		<p>System Integration projects (The agency should have at least THREE references for plementation of an integrated turnkey/IT system integration project (government of India/PSU/State Governments/gov. enterprise) having minimum 2 components for each project from the list below:</p> <ul style="list-style-type: none"> <li>a. Software development/ Customization</li> <li>b. Hardware delivery and commissioning</li> <li>c. Training</li> <li>d. O&amp;M in last 5 financial years ending 2013- 14.</li> </ul>	Request to include projects from private sector as well	<b>As per RFP</b>
58	Volume 1	Page-31,Section 6.2.1.e	<p>Average Annual Sales Turnover generated from Information Technology (IT) If the Average Turnover for last 3 Financial Years is</p> <ul style="list-style-type: none"> <li>&gt;=Rs. 50 Crore but &lt;200 Crores - 1 Mark</li> <li>&gt;=Rs. 200 Crore but &lt;300 Crores - 2 Marks</li> <li>&gt;=Rs. 300 Crore but &lt;400 Crores - 3 Marks</li> <li>&gt;=Rs. 400 Crore but &lt;=500 Crores - 3 Marks</li> <li>Above Rs. 500 Crores - 5 Marks</li> </ul> <p>services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets</p>	Requesting to correct the marking criteria.	<b>Corrigendum will be published to correct the marking and to accommodate FY 14-15 (Please Refer to Corrigendum III)</b>

59	Volume 1	Page -7 Section 2.6	Last date, time (deadline) for submission of bids in response to RFP notice Tuesday, 30.06.2015, 03.00 PM Tea Board of India (Under Ministry of Commerce & Industry, Government of India) 14, B.T.M. Sarani, Kolkata 700 001	Requesting an extension of 10 days	<b>Corrigendum will be published ( Please refer to Corrigendum -IV)</b>
60	Volume 1	Page -26 Section 61	Sub-Contractor	Requesting to allow consortium with sole responsibility on the primebidder.	<b>Consortium is Not allowed.</b>

**RFP-VOL.II**

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
1	Volume 2	Page - 12, Section 3.1: Introduction	Design and develop various manuals (as per CMM Level 5 guidelines) like User manual, Trouble Shooting manual etc. for the system	Since the CMM Level 3 is allowed please also change Manual standards to CMM3	<b>Corrigendum will Be Published</b>
2	Volume 2	Page - 12, Section 3.1: Introduction	Management and quality control of all services and infrastructure	Since the Bidder is the custodian of the Data Centre Kindly specify the scope for "Management and quality control of all services and infrastructure" for the Bidder	As per RFP
3	Volume 2	Page - 6: Implementation Framework	The TBAS portal and application are envisaged to be accessed by multiple channels.	With regard to access with Mobile Devices, do bidders need to factor in development of mobile applications or it can be assumed that the application will be accessible via a Mobile browser?	Accessibility through mobile browser is envisaged through responsive UI.
4	Volume 2	Page - 8: Implementation Framework	Integration with other government institutions or application shall be enabled, through mandatory adherence to technical specifications and e-Governance and localization standards.	Are there any integrations with external applications beyond the one's listed on page 13 within scope of the current project? If so, please provide technical and functional details of these applications.	All the services are based on open standards and follow SOA based integrations. Solution should be flexible enough to accommodate the same. All the external applications mentioned are standard e-Governance initiatives
5	Volume 2	Page - 9, Section 3: Detailed scope of work	Third party Audit	Is bidder expected to hire the 3rd party auditor? We suggest TBI take care of this to avoid conflict of interest.	3rd party audit only needs to be facilitated
6	Volume 2	Page - 12, Section 3.1: Introduction	Design and develop various manuals (as per CMM Level 5 guidelines) like User manual, Trouble Shooting manual etc. for the system	Requirement is for a CMM Level 3 bidder, why CMM Level 5 guidelines? There are other references to CMM Level 5 in the document as well - please change to CMM Level 3.	<b>Corrigendum will Be Published.</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
7	Volume 2	Page - 12, Section 3.1: Introduction	Take regular backup	Backup should ideally be part of the SLA TBI has with it's Data Centre Service provider. Request this be taken off bidder's scope of work.	Data center centric backups would be provided by the hosting agency for storage. But application specific installations and database specific restorable data backup needs to be taken by the bidder.
8	Volume 2	Page - 12, Section 3.1: Introduction	Any other services which is required for the successful execution of the project	This is too open ended. Requesting a description of all services required beyond what are mentioned or deletion of this phrase.	As per RFP.
9	Volume 2	Page - 12, Section 3.1: Introduction	Management and quality control of all services and infrastructure	Since bidder is not providing Data Centre, management and quality control of data centre infrastructure should not be in project scope. Request amendment.	As per RFP (Pointat Code quality, application design quality and quality of other items provided by the bidder).
10	Volume 2	Page - 13, Section 3.1.1: TBI Specific Requirements	Key Migration/Integration Requirements	Are the integrations intended to be real-time integrations or merely data batch based offline integrations?	Both real-time and batch integrations are envisaged. Details would be available in the Requirement gathering phase.
11	Volume 2	Page - 13, Section 3.1.1: TBI Specific Requirements	Further the proposed application should have integration facility with MSDG/Payment Gateways	TBI will provide the MSDG/Payment Gateways?	Payment gateway would be provided by the TBI, integration has to be developed and maintained by the bidder.
12	Volume 2	Page - 14, Section 3.1.2: (DC & DR)	Indicative VM configuration	Can we assume the financial cost will be borne by TBI for these DC server VMs (including compute, storage, bandwidth, etc)? The BOM doesn't list these components.	Cost for VMs in DC would be borne by TBI. SI is expected to host and maintain their application as per

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
					terms and conditions mentioned in the RFP.
13	Volume 2	Page - 14, Section 3.1.2: (DC & DR)	Indicative VM configuration	We understand the O&M of DC/DR infrastructures and servers are also in TBI scope. The bidder has only need to manage the application. Need confirmation.	The bidder has to manage the VMs as well in case it is self-provisioning cloud environment. O&M of the DC/DR infra would be provided by the cloud provider.
14	Volume 2	Page - 26, Design, Supply, Installation, Commissioning, Operations & Maintenance of IT Infrastructure	Installation and Commissioning of IT Infrastructure	The installation and commissioning of IT Infrastructure in local offices is in bidder's scope. In case we have show the cost for this task separately can we include in financial proposal form 2A ("Any other Item to complete the work) (Add line for each item category").	Yes
15	Volume 2	Page 27, Section 3.2.5	Capacity Building / Training	Please confirm if training has to be physically provided at all locations given.	Yes
16	Volume 2	Page 30, Section 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.	Please clarify explicitly the warranty durations - how many years for which components of the scope? We assume the 3 years software maintenance will run parallel to the warranty period - please confirm.	<b>Corrigendum will be published</b>
17	Volume 2	Page 48: Technical products	BPM, ESB, BI, DMS etc.	Are bidders free to propose free, open source software? For free, open source software MAFs make no sense, so we are assuming no MAF is required for free, open source software. Please confirm.	All products should be supported either by OEM or by a subscription provider. As per

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
					RFP.
18	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 45 & 46 <b>(Printer with Scanners for Regional Offices)</b>	Scan Speed B/W - 7 page per minute	Scan speed can be measured only when document feeder is available. ADF requirement is not mentioned in the specs.	<b>Corrigendum will Be Published</b>
19	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 45 & 46 <b>(Printer with Scanners for Regional Offices)</b>	Power Consumption (Maximum)- 550 Watts (Printing) or Lower	Requested Power Consumption (Maximum) in <b>Active mode 560 watt.</b>	<b>Corrigendum will Be Published</b>
20	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 46 <b>(Network Printers for Regional &amp; Zonal Offices)</b>	Print Quality- 1200x 1200 dpi	We would like to request to make it " <b>600 x 600 dpi or better print quality</b> "	As per RFP
21	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 46 <b>(Network Printers for Regional &amp; Zonal Offices)</b>	Minimum Duty Cycle- upto 15000 pages / month	We may request you to consider Duty Cycle to <b>Minimum 8000 pages / month or higher</b> for this Printer Category.	As per RFP

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
22	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 46 ( <b>Network Printers for Regional &amp; Zonal Offices</b> )	Minimum Processor speed- 400 MHz	For this Printer Category, we may request you to mention <b>Processor Speed 150 MHz or better</b> . (Canon use CAPT Technology along with Inbuilt Processor to reduce the cost of the Printer at the same time by improving performance of it)	As per RFP
23	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 47 ( <b>High-duty Scanner, ADF Flatbed</b> )	Scanner Type: Legal through ADF	We would like to request to Mention <b>LEGAL through ADF &amp; FLATBED both</b> , as to have better scanning option for pages.	<b>Corrigendum will Be Published</b>
24	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 47 ( <b>High-duty Scanner, ADF Flatbed</b> )	Scan Speed: 7 PPM or higher	We may request you to <b>INCREASE the SPEED of Scanner. Minimum 20 PPM or better in ADF</b> . (It is very low for a High speed / duty Scanner)	As per RFP
25	Volume 2	5 Annexure 5.2 Indicative minimum specification for bill of material. Page Nos. 47 ( <b>High-duty Scanner, ADF Flatbed</b> )	File Formats - Plain Text, GIF	We may request you to <b>Incorporate OCR / PDF Searchable</b> in stead of Plain Text. This will help in Digitized Soft copy searching & copy paste feature. Kindly also remove GIF & Plain Text file format, as this comes with very specific Brands.	As per RFP
26	Volume 2	Page 44 Section 5	UPS For Desktop	Whats the minimum battery backup time required?	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
27	Volume 2	Page-30	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. <b>SI shall obtain the four year product warranty and five year onsite free service warranty from OEM</b> on all licensed software, computer hardware and peripherals, networking equipment and other equipment for providing warranty support to TBI."	Need clarity on the highlighted part	<b>Corrigendum will Be Published</b>
28	Volume 2	Page- 41 & 30	Warranty -Firewall	In the last line of Firewall spec Warranty Period is mentioned as 1 year, which is contradicting with the comprehensive warranty period mentioned in page-30	<b>Corrigendum will Be Published</b>
29	Volume 2	Page-59 & 60	SMS & Payment Gateway	Who will appoint SMS & Payment Gateway Service Provider? Whether bidder's responsibility is only integration of SMS & Payment gateway with the developed application? Who will bear the recurring cost for SMS & Payment gateway? If Selected Bidder then please provide us estimated no of SMS & online payment transaction/year	The recurring cost for SMS and Payment gateway would be borne by TBI. Bidder needs to develop and maintain the integration with the application.
30	Volume 2		General	Please confirm Help desk & other key resource support Requirement timeline (24x7, 5x8 ?)	As Per RFP (Volume 3, Page 80)
31	Volume 2	Page-26	Hardware Commissioning at TBI Offices	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. Also we understand during Hardware installation Tea Board will do necessary LAN & Power cabling work at various remote offices. Please confirm if our understandings are correct.	Understanding is correct
32	Volume 2	Page 27	Capacity Building / Training	Is training to be provided at all the list of offices specified in RFP? We suggest a train the trainer methodology where SI trains master trainers at HO/Kolkatta.	As Per RFP (Volume 1, Page 101)



SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
				Please confirm	
33	Volume 2	Internet Router - Page No. 41-42	• Router should have 4 Service module slots and should have 4 Interface slots	4 service module slots - are favouring certain OEM's and not relevant to the requirement of Router asked for, so kindly amend the clause as : " <b>Router should have 4 Interface slots</b> "	<b>Corrigendum will Be Published</b>
34	Volume 2	Internet Router - Page No. 41-42	• Should have 1 SM (Services Module) slot for integrate intelligent services	1 SM Slot integrate intelligent services - is favouring certain OEM's and not relevant to the requirement of Router asked for, So requesting to <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
35	Volume 2	Internet Router - Page No. 41-42	• Router should support Voice Processing Module	As we understand that in Internet Router Voice Processing Module generally not asked and in the RFP there is no requirement of Voice and the same is favouring certain OEM's, So requesting to <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
36	Volume 2	Internet Router - Page No. 41-42	• V.35 Sync Serial (2 Mbps), Async Serial, E1 G.703.	Asynchronous port is an old technology and was used for remote management. Now a days high speed Management interfaces are available. So kindly amend the clause as : " <b>V.35 Sync Serial (2 Mbps), E1 G.703.</b> "	<b>Corrigendum will Be Published</b>
37	Volume 2	Internet Router - Page No. 41-42	• ISDN BRI, PRI, Ch-E1	ISDN BRI & PRI, & Ch-E1 is an old technology and does not provided by most of ISP's in India and very slow speed interferences, So considering the network architecture kindly <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
38	Volume 2	Internet Router - Page No. 41-42	• Should support remote SSL VPN.	Both IPsec and SSL VPN generally considered as Remote access VPN technologies also it is used for remote administration and for Roaming users only. Hence kindly include IPsec also and amend the clause as : " <b>Should support remote IPsec/SSL VPN.</b> "	<b>Corrigendum will Be Published</b>
39	Volume 2	Additional clause	"Redundant Power Supply"	As asked in the "Firewall with IPS" specification "support for Redundant power supply". The same should be considered in case of Internet Router also because both are part of Core Network. So	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
				requesting to include the clause.	
40	Volume 2	Additional clause	"Should be Common Criteria EAL3/NDPP certified from Day 1"	Common Criteria is a third party evaluation and certification service for evaluating the security functions or mechanisms of the IT products ensuring higher levels of security	<b>Corrigendum will Be Published</b>
41	Volume 2	Firewall with IPS - Page No. 39-41	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core CPU's to protect & scale against dynamic latest security threats.	To meet the Firewall with IPS features different OEM's have engineered their Firewall in different ways to meet the functional requirements. So requesting to amend the clause as : <b>"Proposed Firewall should be either ASIC based in nature OR should be open architecture based on multi-core CPU's to protect &amp; scale against dynamic latest security threats."</b>	<b>Corrigendum will Be Published</b>
42	Volume 2	Firewall with IPS - Page No. 39-41	The appliance hardware should be a multi-core CPU architecture with a hardened 64 bit operating system to support higher memory	To meet the Firewall with IPS features different OEM's have engineered their Firewall in different ways to meet the functional requirements. So requesting to amend the clause as : <b>"The appliance hardware should be a ASIC based in nature OR multi-core CPU architecture with a hardened 64 bit operating system to support higher memory"</b>	<b>Corrigendum will Be Published</b>
43	Volume 2	Firewall with IPS - Page No. 39-41	Concurrent connections: up to 1,000,000, Simultaneous VPN tunnels: 2000, SSL VPN peer support	Both IPsec and SSL VPN generally considered as Remote access VPN technologies also it is used for remote administration and for Roaming users only. Hence kindly include IPsec also and amend the clause as : <b>"Concurrent connections: up to 1,000,000, Simultaneous VPN tunnels: 2000, SSL VPN peer/IPsec VPN support"</b>	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
44	Volume 2	Firewall with IPS - Page No. 39-41	TCP/IP, PPTP or IPSec, GRE RTP, L2TP/L2TPOverIPSec IPSec / GRE, DES, 3DES, AES PPPoE, EAP-TLS, RTP FTP, HTTP, HTTPS SNMP, SMTP DHCP, DNS	As we know that PPPoE is required in ADSL technology and in the present scenario it is not relevant - So requesting to Remove PPPoE and amend the clause as " <b>TCP/IP, PPTP or IPSec, GRE RTP, L2TP/L2TPOverIPSec IPSec / GRE, DES, 3DES, AES, EAP-TLS, RTP FTP, HTTP, HTTPS SNMP, SMTP DHCP, DNS</b> "	<b>Corrigendum will Be Published</b>
45	Volume 2	Firewall with IPS - Page No. 39-41	Extensive protocol monitoring: should support monitoring of protocols such as TCP/IP, ICMP, FTP, UDP, SMTP, HTTP, SNMP, DNS, RPC, NetBIOS, Telnet etc Should also have the ability to monitor MPLS and 802.1Q (trunked) traffic Alerting SNMP, SMTP support	MPLS monitoring is required when Institution is building their own MPLS Network but in the TBI context it is not relevant - So requesting to Remove MPLS and amend the clause as : " <b>Extensive protocol monitoring: should support monitoring of protocols such as TCP/IP, ICMP, FTP, UDP, SMTP, HTTP, SNMP, DNS, RPC, NetBIOS, Telnet etc Should also have the ability to monitor 802.1Q (trunked) traffic Alerting SNMP, SMTP support</b> "	<b>Corrigendum will Be Published</b>
46	Volume 2	Additional clause	"Should be Common Criteria EAL3/NDPP certified from Day 1"	Common Criteria is a third party evaluation and certification service for evaluating the security functions or mechanisms of the IT products ensuring higher levels of security	<b>Corrigendum will Be Published</b>
47	Volume 2	Desktops with MS Office & Windows OS - Page No. - 42-43	Two PCI, One PCI Express x1 and One PCI Express x16	This is an old interface hence generally not needed more than one, So requesting to change the clause as : " <b>One PCI, One PCI Express x1 and One PCI Express x16</b> "	<b>Corrigendum will Be Published</b>
48	Volume 2	Desktops with MS Office & Windows OS - Page No. - 42-43	4 Nos. (2 Nos. 5.25 inches for Optical Media Drives and 2 Nos. 3.5 inches for Hard Disk Drives).	Three bays which is enough as per now a days requirement to avoid cost implication, So requesting to kindly amend the clause as : " <b>3 Nos. (1 No. 5.25 inches for Optical Media Drives and 2 Nos. 3.5 inches for Hard Disk Drives).</b> "	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
49	Volume 2	Laptop with MS Office & Windows OS - Page No. - 43-44	4 GB DDR3 PC3-10600 SDRAM (1600MHz), Two SODIMM slots. Upgradable to 16 GB with 4 GB SODIMMs.	8 GB SODIMMs is better, cost effective and available in latest desktops instead of 4 GB SODIMMs which is a primitive type, So requesting to amend the clause as : " <b>4 GB DDR3 PC3-10600 SDRAM (1600MHz), Two SODIMM slots. Upgradable to 16 GB with 8 GB SODIMMs.</b> "	<b>Corrigendum will Be Published</b>
50	Volume 2	3.2.1; 16; Solution & Technology Architecture	A centralized architecture (servers and processing at single and central location) has been proposed for the TBAS project. All requests from internal and external users will be sent to this system, located in a central place for processing. All users will access the application through local or remote terminals using a browser (through internet for external users and through internet or VPN for internal users).	Total number of internal & external users who will access this application	As Per RFP Volume 3 ( Page 86)
51	Volume 2	3.2.2; 26; Solution & Technology Architecture	Data Digitization	Kindly provide following details 1. Total number of pages to be scanned, 2. Number of metadata tags; 3. Page size (like A4/A3/A2/A1) and what is the %age split of page size, 4. How old are these documents, 5. Are these files in Binded form or loose form 6. Space, electricity, power furniture will be provided by TBAS- kindly confirm. 7. Duration of the project (Timelines)	As Per RFP Volume 1 (Page 99)
52	Volume 2	3.2.5; 27; Solution & Technology Architecture	Capacity Building / Training	Who will provide the training facility e.g. Space, Computers, Projector, furniture etc. for training to users.	TBI would provide Room Space, Power and Furniture

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
53	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	625 VA is non standard capacity and availability is with very few specific OEM	Request to change to " <b>600 VA Line Interactive</b> "	<b>Corrigendum will Be Published</b>
54	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	DSP OR Microprocessor based both technologies are available.	Request to change to " <b>DSP OR Microprocescer based PWM using Mosfet OR IGBT</b> "	<b>Corrigendum will Be Published</b>
55	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material		Request to cngange the same to " <b>CE/ISO 9001/ISO 14001</b> "	<b>Corrigendum will Be Published</b>
56	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Line Interactive UPS uses AVR based technology, hence the Input Voltage range is not dependent upon the Load Percentage.	<b>Request to remove this point</b>	As per RFP
57	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Line Interactce UPS technology does not have the precision control over the Output Voltage as like as Online UPS.The standard range for AC mode is 190-253 V AC.	Request to change to " <b>190 -253 V AC</b> "	<b>Corrigendum will Be Published</b>
58	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Line Interactce UPS technology does not have the precision control over the Output Voltage as like as Online UPS.The standard range for Battery mode is 230 +/- 10% AC.	Request to change to " <b>230 +/- 10% V AC</b> "	<b>Corrigendum will Be Published</b>
59	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Line Interactive UPS standard output power factor is 0.6 as it uses Mosfet based single inversion technology	Request to change the same to " <b>0.6</b> "	As per RFP
60	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	625 VA is non standard capacity and availability is with very few specific OEM	Request to change to " <b>600 VA Line Interactive</b> "	<b>Corrigendum will Be Published</b>
61	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Not applicoble for Lower Range of Line Interactive UPS which is having Modified/Quasi Sine Wave.	<b>Requeust to remove this point.</b>	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
62	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Since inversion in Line Interactive UPS of lower range is Quasi Sine Wave/Modified Sine Wave, hence Sine Wave is not applicable.	Request to change the same to <b>"Modified/Stepped/Quasi Sine Wave"</b>	<b>Corrigendum will Be Published</b>
63	Volume 2	5.2 ,44 IndicativeMinimum Specification for Bill of Material	Since inversion in Line Interactive UPS of lower range is Quasi Sine Wave/Modified Sine wave, hence the Distortion percentage is irrelevant.	<b>Request to remove this point.</b>	As per RFP
64	Volume 2	Pg-57 under Systems Software. SL. No: 7 & Pg.No- 93; under Systems Software. SL. No: 7	There are 2 different versions of Enterprise Management Systems in respect to solution areas to cover; which includes: Application Monitoring, Help Desk, PatchMangement. But the technical specifications are of Help Desk ( Service Desk), Application Performance Management respectively. Patch Management was not a part of requirement in the previous RFP document. Also, there is no technical specs for Patch Management. Request you to please clarify/rectify the same.	Please clarify	<b>Corrigendum will Be Published</b>
65	Volume 2	Desktops with MS Office & Windows OS - Page No. - 42- 43	Two PCI, One PCI Express x1 and One PCI Express x16	This is an old interface hence generally not needed more than one, So requesting to change the clause as : <b>"One PCI, One PCI Express x1 and One PCI Express x16"</b>	As per RFP
66	Volume 2	Desktops with MS Office & Windows OS - Page No. - 42- 43	4 Nos. (2 Nos. 5.25 inches for Optical Media Drives and 2 Nos. 3.5 inches for Hard Disk Drives).	Three bays which is enough as per now a days requirement to avoid cost implecation, So requesting to kindly amend the clause as : <b>"3 Nos. (1 No. 5.25 inches for Optical Media Drives and 2 Nos. 3.5 inches for Hard Disk Drives)."</b>	As per RFP

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
67	Volume 2	Laptop with MS Office & Windows OS - Page No. - 43-44	4 GB DDR3 PC3-10600 SDRAM (1600MHz), Two SODIMM slots. Upgradable to 16 GB with 4 GB SODIMMs.	8 GB SODIMMs is better, cost effective and available in latest desktops instead of 4 GB SODIMMs which is a primitive type, So requesting to amend the clause as : " <b>4 GB DDR3 PC3-10600 SDRAM (1600MHz), Two SODIMM slots. Upgradable to 16 GB with 8 GB SODIMMs.</b> "	As per RFP
68	Volume 2	Internet Router - Page No. 41-42	• Router should have 4 Service module slots and should have 4 Interface slots	4 service module slots - are favouring certain OEM's and not relevant to the requirement of Router asked for, so kindly amend the clause as : " <b>Router should have 4 Interface slots</b> "	<b>Corrigendum will Be Published</b>
69	Volume 2	Internet Router - Page No. 41-42	• Should have 1 SM (Services Module) slot for integrate intelligent services	1 SM Slot integrate intelligent services - is favouring certain OEM's and not relevant to the requirement of Router asked for, So requesting to <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
70	Volume 2	Internet Router - Page No. 41-42	• Router should support Voice Processing Module	As we understand that in Internet Router Voice Processing Module generally not asked and in the RFP there is no requirement of Voice and the same is favouring certain OEM's, So requesting to <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
71	Volume 2	Internet Router - Page No. 41-42	• V.35 Sync Serial (2 Mbps), Async Serial, E1 G.703.	Asynchronous port is an old technology and was used for remote management. Now a days high speed Management interfaces are available. So kindly amend the clause as : " <b>V.35 Sync Serial (2 Mbps), E1 G.703.</b> "	<b>Corrigendum will Be Published</b>
72	Volume 2	Internet Router - Page No. 41-42	• ISDN BRI, PRI, Ch-E1	ISDN BRI & PRI, & Ch-E1 is an old technology and does not provided by most of ISP's in India and very slow speed interferences, So considering the network architecture kindly <b>Remove the Clause.</b>	<b>Corrigendum will Be Published</b>
73	Volume 2	Internet Router - Page No. 41-42	• Should support remote SSL VPN.	Both IPsec and SSL VPN generally considered as Remote access VPN technologies also it is used for remote administration and for Roaming users only. Hence kindly include IPsec also and amend the clause as : " <b>Should support remote IPsec/SSL VPN.</b> "	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
74	Volume 2	Additional clause	"Redundant Power Supply"	As asked in the "Firewall with IPS" specification "support for Redundant power supply". The same should be considered in case of Internet Router also because both are part of Core Network. So requesting to include the clause.	<b>Corrigendum will Be Published</b>
75	Volume 2	Additional clause	"Should be Common Criteria EAL3/NDPP certified from Day 1"	Common Criteria is a third party evaluation and certification service for evaluating the security functions or mechanisms of the IT products ensuring higher levels of security	<b>Corrigendum will Be Published</b>
76	Volume 2	Firewall with IPS - Page No. 39-41	Proposed Firewall should not be proprietary ASIC based in nature & should be open architecture based on multi-core CPU's to protect & scale against dynamic latest security threats.	To meet the Firewall with IPS features different OEM's have engineered their Firewall in different ways to meet the functional requirements. So requesting to amend the clause as : <b>"Proposed Firewall should be either ASIC based in nature OR should be open architecture based on multi-core CPU's to protect &amp; scale against dynamic latest security threats."</b>	<b>Corrigendum will Be Published</b>
77	Volume 2	Firewall with IPS - Page No. 39-41	The appliance hardware should be a multi-core CPU architecture with a hardened 64 bit operating system to support higher memory	To meet the Firewall with IPS features different OEM's have engineered their Firewall in different ways to meet the functional requirements. So requesting to amend the clause as : <b>"The appliance hardware should be a ASIC based in nature OR multi-core CPU architecture with a hardened 64 bit operating system to support higher memory"</b>	<b>Corrigendum will Be Published</b>
78	Volume 2	Firewall with IPS - Page No. 39-41	Concurrent connections: up to 1,000,000, Simultaneous VPN tunnels: 2000, SSL VPN peer support	Both IPsec and SSL VPN generally considered as Remote access VPN technologies also it is used for remote administration and for Roaming users only. Hence kindly include IPsec also and amend the clause as : <b>"Concurrent connections: up to 1,000,000, Simultaneous VPN tunnels: 2000, SSL VPN peer/IPsec VPN support"</b>	<b>Corrigendum will Be Published</b>



SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
79	Volume 2	Firewall with IPS - Page No. 39-41	TCP/IP, PPTP or IPSec, GRE RTP, L2TP/L2TPOverIPSec IPSec / GRE, DES, 3DES, AES PPPoE, EAP-TLS, RTP FTP, HTTP, HTTPS SNMP, SMTP DHCP, DNS	As we know that PPPoE is required in ADSL technology and in the present scenario it is not relevant - So requesting to Remove PPPoE and amend the clause as " <b>"TCP/IP, PPTP or IPSec, GRE RTP, L2TP/L2TPOverIPSec IPSec / GRE, DES, 3DES, AES, EAP-TLS, RTP FTP, HTTP, HTTPS SNMP, SMTP DHCP, DNS"</b>	<b>Corrigendum will Be Published</b>
80	Volume 2	Firewall with IPS - Page No. 39-41	Extensive protocol monitoring: should support monitoring of protocols such as TCP/IP, ICMP, FTP, UDP, SMTP, HTTP, SNMP, DNS, RPC, NetBIOS, Telnet etc Should also have the ability to monitor MPLS and 802.1Q (trunked) traffic Alerting SNMP, SMTP support	MPLS monitoring is required when Institution is building their own MPLS Network but in the TBI context it is not relevant - So requesting to Remove MPLS and amend the clause as : <b>"Extensive protocol monitoring: should support monitoring of protocols such as TCP/IP, ICMP, FTP, UDP, SMTP, HTTP, SNMP, DNS, RPC, NetBIOS, Telnet etc Should also have the ability to monitor 802.1Q (trunked) traffic Alerting SNMP, SMTP support"</b>	<b>Corrigendum will Be Published</b>
81	Volume 2	Additional clause	"Should be Common Criteria EAL3/NDPP certified from Day 1"	Common Criteria is a third party evaluation and certification service for evaluating the security functions or mechanisms of the IT products ensuring higher levels of security	<b>Corrigendum will Be Published</b>

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
82	Volume 2	15 (3,4,5,6,7)	<p>3.TBI has requested for some allocation from the government cloud. The Virtualization technology is bare-metal based on VMWare. SI has to ensure that the proposed solution functions on the VM environment already available with the cloud operator.</p> <p>4. TBI will send a request to the cloud data center operator for providing the actual VM configuration as proposed by the selected bidder during their bid response.</p> <p>5. The cloud data center operator will configure the VM as per the request of the selected bidder.</p> <p>6. The SI has to install the proposed OS and provide the virtual machines to TBI. The proposed OS should be either RHEL 6.x or Windows Server latest edition.</p> <p>7. The maintenance, further configuration and the scaling of the VM during contract period would be the SI's responsibility.</p>	Who will Integrate the proposed application with data centers VM environment ? More clarity required in this case.	Integration is not relevant here. The envisaged application needs to be deployed in the cloud-based VMs available as IaaS
83	Volume 2	Page -9, point - 3(1)	Requirement Gathering for Citizen & Business Centric services (Licensing and subsidy disbursement services) and Statistics	Whether any field Survey / Services are requirement.....More clarity required in this case.	No
84	Volume 2	Page -28; point-3.2.6	Manpower requirements for Application Handholding support	It is very difficult to engage this huge number of resource for given short service period. More clarity required for type of deployment and scope of engaging B2B third party service provider for this.	As per RFP

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
85	Volume 2	Page-31, Point-3.3.2(ix)	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.	Which all items & respective components need to be mentioned by TBI for seeking concurrency of respective OEM. However, TBI being the principal customer needs to directly influence the OEM in this regard.	As per RFP
86	Volume 2	Specification for Statistical Software or BI Tool: Page No: 67	The system should allow users to securely view reports on mobile devices while online or Offline.	Does it mean Realtime reports while offline or just viewing the already downloaded reports.	Real-times reports should be visible online with a provision to view offline reports that are already viewed/downloaded
87	Volume 2	Point 5, Page 12	Addressing technology obsolescence by appropriate upgradation, replacement and / or replenishment of systems deployed at various locations (HQ and other locations).	Clarification on the responsible party for incurring the cost of upgradation, licensing, replacement etc as given in the clause.	<b>Corrigendum will Be Published</b>
88	Volume 2	Point 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 lightning.	Clarification on the responsible party for incurring the cost of insurance.	As Per RFP (Volume 3, Page 48)
89	Volume 2	Point 7, 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 updates/patches.	Clarification on the responsible party for incurring the cost of upgradation / patches.	As per RFP. Updates and patches should not incur extra cost during support period
90	Volume 2	Section: 3.2.2, Page 26	The SI should engage the digitization team to undertake the activities and TBI will provide the required data to be digitized.	Clarifications required on the number of data / records to be digitized. Additionally units for data digitization is to be clarified.	As Per RFP Volume 1 (Page 99)

SI No	Vol. No	Section & Pg. No	Query against the clause	Query	Response
91	Volume 2	Section: 3.3.1-(I,B), Page 29	Repair or replace infrastructure deployed for this Project, either directly or through a third party warranty provider depending on the case	Clarification on the responsible party for incurring the cost of repair / relace / warranty.	As per RFP
92	Volume 2	Section: 3.3.1-(III-B), Page 30	Undertake reactive maintenance (any corrective action, maintenance activity that is required post the occurrence of an incident) that is intended to troubleshoot the system with sufficient teams.	Clarification on the responsible party for incurring the cost of reactive maintenance / corrective action	As per RFP
93	Volume 2		There are 2 different versions of Enterprise Management Systems in respect to solution areas to cover; which includes: Application Monitoring, Help Desk, PatchMangement. But the technical specifications are of Help Desk ( Service Desk), Application Performance Management respectively. Patch Managment was not a part of requirement in the previous RFP document. Also, there is no technical specs for Patch Management. Request you to please clarify/rectify the same.	Please clarify	<b>Corrigendum will Be Published</b>

**RFP-VOL.III**

<b>SI No</b>	<b>Vol. No</b>	<b>Section &amp; Pg. No</b>	<b>Query against the clause</b>	<b>Query</b>	<b>Response</b>
1	Volume 3	Page 42 - Schedule 6	Payment Schedules	Request to please amend the schedules and provide Mobilization Advance of 10% to the winning bidder once the PBG has been submitted to the client.	<b>As per RFP</b>
2	Volume 3	Page 42 - Schedule 6	Payment Schedules	Request the following payment terms. 100% payment on hardware/third party software on delivery, installation and commissioning. 100% Application implementation services cost by Go-live Application support services as equated QGR in the O&M phase	<b>As per RFP</b>

<b>SI No</b>	<b>Vol. No</b>	<b>Section &amp; Pg. No</b>	<b>Query against the clause</b>	<b>Query</b>	<b>Response</b>
3	Volume 3	Section: 9.1, Page 11	The Parties shall cooperate to procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the <<'System integrator'>> to provide the Services. 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.	Further clarification required on the party responsible for costs of approvals	<b>As per RFP</b>
4	Volume 3	Section: 13.2 (II), Page 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 to revisit the the timeframe of 6 months	<b>As per RFP</b>
5	Volume 3	Section: 19.1, Page 21	<<'System integrator'>> would be responsible for arranging any licenses associated with products.	Clarifications required regarding party to bear the license cost	<b>As per RFP</b>

<b>SI No</b>	<b>Vol. No</b>	<b>Section &amp; Pg. No</b>	<b>Query against the clause</b>	<b>Query</b>	<b>Response</b>
6	Volume 3	Section: 9.1, Page 11	The Parties shall cooperate to procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals (hereinafter the "Required Consents") necessary for the <<'System integrator'>> to provide the Services. 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.	Further clarification required on the party responsible for costs of approvals	<b>As per RFP</b>
7	Volume 3	Section: 13.2 (II), Page 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 to revisit the the timeframe of 6 months	<b>As per RFP</b>
8	Volume 3	Section: 19.1, Page 21	<<'System integrator'>> would be responsible for arranging any licenses associated with products.	Clarifications required regarding party to bear the license cost	<b>As per RFP</b>