

**CLARIFICATION ON EXPRESSION OF INTEREST (EOI) FOR DESIGNING, DEVELOPMENT AND COMMISSIONING OF AN
END-TO-END TECHNOLOGY TO ENSURE TRACEABILITY OF THE ENTIRE VALUE CHAIN OF TEA TRADE.**

EXPRESSION OF INTEREST (EOI) DATED 24TH OCTOBER, 2019

SI No	Clause	Page	Description in RFP	Clarification sought	REPLY OF TEA BOARD
1	ELIGIBILITY CRITERIA	3	The bidder shall have experience of at least 5 years in management consultancy services and shall have executed similar consultancy projects across reputed Private/Government/ Semi-Government, etc. organisations	<p>We have traced is that Tea Board is looking at minimum five (5) years of experience in management consultancy services, here we are 5 years running company, having 4+ years of extensive experience in several consultancy projects across reputed private/ Government/ Semi-Government etc. organizations. Also, we have worked for foreign governments and organizations on several projects.</p> <p>Accordingly, we humbly request Tea Board to please consider the experience years come up with the required relaxation and give us the opportunity to bid for the project so that we can get a chance to make another difference in the nation-building mechanism.</p>	The bidder shall have experience of at least 3 years in management consultancy services and shall have executed similar consultancy projects across reputed Private/ Government / Semi-Government, etc. organisations
2	SCOPE OF WORK (3)	2	The integrated system shall create a transparent and free market structure to ensure level playing field for all stakeholders in the	Is the Solution to include an integrated ecommerce platform (auction as part of the solution), with visibility into Buyers, Sellers, Suppliers, Supply Chain Traceability	Yes, Tea Board should mandatorily be the owner of the system

			Indian tea market"		
3	SCOPE OF WORK (4)	2	The integrated system shall be able to create visibility of the quality of Indian Origin tea to the consumers, thereby enhancing price realization for tea"	Is the Solution to include a PIM system and/or an Inventory/Supply analytics dashboard with corresponding prices for varieties/consignments of tea from different suppliers?	Bidder has to provide a suitable solution.
4	SCOPE OF WORK (5)	2	To provide tamperproof and auditable data to Tea Board pertaining to supply, demand and consumption of tea within India and abroad"	Data analytics on overall tea market dynamics - via the Integration Platform as well as market movements and trends. What level of data integration and modelling needed for this?	Integration of data on procurement of raw materials, manufacturing data, consumer buyer traceability etc has to be integrated.
5	SCOPE OF WORK (6)	3	The integrated system shall provide adequate data for analysis by Tea Board (using data analytics tools), which in turn shall generate useful business insights for stakeholders"	What volumes / quantities of data are to be expected for this?	As mentioned in the EOI

6	SCOPE OF WORK (7)	3	Suggest feasible and sustainable data storing options (Cloud/on premises)in line with country's data localisation policies"	Should we assume that Cloud and/or On Prem Hosting infra platform to be part of the Solution?	Yes
7	SCOPE OF WORK (8)	3	To bring about quick resolution pertaining to quality of tea, etc. as and when highlighted by the consumers through the application"	<i>Can this be interpreted as:</i> The Solution should be able to provide for relevant data points and analytics to serve as adequate objective basis for typical / expected* consumer complaints (a list of such typical complaints to be agreed upon)	Quick resolution of complaints is the main objective.