

CLARIFICATION ON PRE-BID QUERIES ON REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR OPERATION, MAINTENANCE AND MODIFICATION OF THE EXISTING ELECTRONIC AUCTION SOFTWARE OF TEA

(Tender Reference No. 6(29)/LC/E-AUCTION SOFT; Tender ID: 2019_TBI_476554_1)

Sl. No.	Section	Page No.	Clause No.	Description in RFP	Clarification sought	REPLY OF TEA BOARD
1	8	17	B. 1	1) Software Maintenance Activity: iii. Back up of important project related artifacts iv. Restoration of important project related artifacts for verification	Request to provide the details of backup policy & restoration cycle requirements	Daily full Backup with retention period of 7 days. Weekly Full Backup with retention period of 5 weeks. Monthly full Backup with retention period of 10 years. Restoration test to be performed once in a month.
2	8	18	B. 1	1) Software Maintenance Activity: xi. Providing reports as per Tea Board requirement related to the quantity and quality of tea sold. xii. Providing reports to enable Tea Board to be compliant to GST and other regulatory authorities (filing of GST, TCS, etc.)	Request to provide: 1. Frequency and number of request each day for such reports. 2. Response time for report request	On an average 10 report requests per day. Response time 10 minutes to 1 hour maximum based on the priority.
3	8	21	B. 3	3) Functions of the network/database management team: i. Generate auction related statistics after the end of every sale	Request to provide the number of reports and response time for report request	On an average 60 Reports per week. Response time: within 2 hrs of auction completion

				programme.		
4	8	21	B. 3	3) Functions of the network/database management team: ii. Housekeeping, backup and recovery operations to ensure the integrity, good health of the systems and databases.	Request to provide the details of backup policy & recovery cycle requirements	Please refer to reply at Sl. No. 1 above.
5	8	21	B. 3	3) Functions of the network/database management team: iii. Provide support from 7 am to 9 pm on all auction and non auction days and as and when required.	Request to provide: 1. Minimum time to attend issue 2. Minimum time to resolve issue	Time to attend issue: immediate Time to resolve issue: less than 30 minutes
6	8	20	B. 1	xxxi. The Service Provider should provide support to Board and such agencies for the implementation of the new projects. Service Provider should also make available to such agencies, all the data and industry-standard interfaces and integration touch points for integration with the application suite.	If feasibility of such new project requires new infra or additional manpower then will it be provided by Tea Board?	All such requirements will be considered based on their merit only. Prior approval of Tea Board is required in all such cases, if any. For infrastructure requirement the cloud environment may provide the required scalability.
7	13	25		A hard copy of the application (except the commercial proposal) should also be submitted by the bidder to Secretary, Tea Board, 14, BTM Sarani, 4th Floor, Kolkata-700 001 duly sealed and stamped.	Would like to confirm that the Commercial Bid should ONLY be submitted in e-procure portal and NOT in physical form in a sealed envelope	As per RFP, the print copy of the proposal, except the commercial proposal, shall be submitted.

8	8	22	B. 4	Manpower requirement: Senior Developer 1 Tester 1	In the commercial bid format (page number 48), it states that the Senior Developer and Tester to be quoted is for TWO numbers each instead of 1. Request clarification.	Number of Senior Developer and Tester may be read as one each.
9	Existing Landscape	10	A) SI no 1 - 11	Transaction Router (TXR), Price Feeder Router (PFR), Command Processor (CP), Net Time, Auction Engine (AE) etc.	What are the Component Names for Transaction Router (TXR), Price Feeder Router (PFR), Command Processor (CP), Net Time, Auction Engine (AE) etc.? What is the Deployment diagram? What are the Deployment Environments? What is the application architecture? What is the Programming Language used in all the four portals mentioned in the SOW and the auction engine?	Please refer to Annexure-I
10	Brief Scope of Work	16		The system integrator (SI) shall operate, maintain and modify the existing software and provide support for the applications being used for electronic auction of tea along with the other portals as detailed in the scope of work below for the software services. The SI shall also coordinate with other agencies (selected and	What is the current effort estimate for operating, maintaining the existing software? What is the estimate of the last 2 years modification with effort to modify the existing software? How many mock sessions and training of the stakeholders have	Approximately 20-25 changes with average 30 Person Days have been made in the last one year. Mock sessions and trainings to be conducted in the auction centers as per requirement at the time of implementation.

				appointed by Tea Board) like settlement bank, MPLS service provider and data centre for smooth operations.	to be conducted before rolling out any modification in the system? Where will they be conducted?	
11	Brief Scope of Work	19	Clause B) Part 1) point no xvi	Service Provider will deploy a sufficiently staffed and experienced transition team led by a Transition Manager to manage the Transition Services. The team that will take over operations from the current operator should be in place at least 30 days before the end of transition phase.	There seems to be some anomaly/ conflict in the timelines given in this clause and in the clause on liquidated damages given in Pg 36 Clause 21. Basis these two clauses, does it mean that resources have to be in place from day 1 after receipt of work order? In our opinion, this is not practical.	The timeline may be considered as 8 weeks altogether. 4 weeks for transition. The newly selected bidder will observe the working of the existing service provider for 2 weeks and the newly selected bidder will perform the work in presence of the existing service provider for the next 2 weeks.
12	Brief Scope of Work	21	Point no 4	Deployment of resources for infrastructure management service	The time proposed is 7am to 9pm. This would necessitate 2 shifts as per Labour law. Clarification is required if no. of resources need to be doubled in view of 2 shifts.	On auction days the support services shall be required at the auction centres from 7 A.M. to 7 P.M. and on non-auction days the services shall be required from 9 A.M. to 5 P.M. However, in case of any exigency the working hour may vary.

13	Minimum Eligibility Criteria	23	Clause 12		To enable Tea Board to select a competent System Integrator, we suggest the following modifications/ additions in the Minimum Eligibility Criteria:	As per RFP.
14	Minimum Eligibility Criteria	23	Clause 12 SI no 2	The applicant should be CMMI level 3 certified IT company for private companies and CMMI level 3 certified for Govt institution/Govt undertakings etc.	The applicant should be CMMI level 5 certified IT company for private companies and CMMI level 3 certified for Govt institution/Govt undertakings.	As per RFP.
15	Minimum Eligibility Criteria	23	Clause 12 New Addition		The applicant should not have ever been debarred/ blacklisted / banned / suspended/ declared fraud by any PSU/State or Central Govt./Private institutions in India for any reason. (Self-Declaration to be provided) The applicant should have a minimum strength of at least 30 full time Technically Qualified professionals in its payroll working for Projects in India. (Latest EPF challan and list of employees with the organization to be provided) The applicant should be having	Annexure A in the RFP contains the relevant declaration in this regard and this is mandatory. The bidder should possess valid certification for ISO 9001:2008 and ISO 27001:2005 (Copies of certificates to be attached) as a pre-qualification criteria.

					accreditation to quality management and information security management systems (ISO 9001:2008 & ISO 27001:2005). (Copies of certificates to be attached.)	
16	Technical Evaluation	29	1c) CMMI Level	The company should have achieved minimum CMMI Level 3 Certification	Applicants should be asked to submit supporting documentary evidence in the form of valid CMMI certification.	As per section 2 clause No. 12 of the RFP the bidder is required to submit copy of the valid certificate in this regard.
17	Technical Evaluation	30	1e) Training	Should have experience in Capacity Building (Training) and Change Management	Kindly clarify what Form 6 is. We recommend that system generated self-attested declaration be accepted as proof of evidence.	The word "Form 6" may please be ignored.
18		31	1g) Experience in operating as ECO(Electronic Commerce Operator)	The firm may have operated as ECO or has handled payments of ECOs and facilitated their GST filing	We understand as per existing process that the System Integrator does all financial transactions on account of Tea Board. Under this circumstance does the System Integrator need ECO license as per existing rules?	As per RFP.

19	Liquidated Damage	36	Clause 21	The service shall be made available within 30 days from the date of the work order issued by the Board. Any time beyond the scheduled period may call for penalty.	Time period of 30 days is too short to go live. This must be increased to at least 90 days.	Please refer to the reply at Sl. No. 11 above.
20	Annexure D	47	NA	Declaration for Deviation	Kindly clarify whether declaration for deviation will lead to non qualification of applicant.	The deviation may lead to non-acceptance of the offer if it amounts to non conformance to the terms and conditions laid down in the RFP.
21	Annexure E	48	NA	Commercial Template	The Commercial Template and resources mentioned in the Commercial Template does not match. Please clarify. Please specify the need of breaking up the prices under different heads in the Commercial Template.	Please refer to the reply at Sl. No. 8 above. Since, the scope of service is varied; it has been mentioned under different component heads.
22	General Query	NA	NA	NA	We suggest that there should be a defined stabilization window provided to the System Integrator (SI) post the transition phase.	Please refer to the reply at Sl. No. 11 above.

23	Section 6 (Brief overview of Tea auction platform)	9	6	Brief overview of Tea auction platform	What is the programming language used for development of the software and what is the database used?	Please refer to Annexure-I
24	8. Brief Scope of Work	16	First Para	The system integrator shall operate, maintain and modify the existing software.	What is the extent of modification required in the existing software?	Please refer to the reply at Sl. No. 10.
25	8. Brief Scope of Work	17	8. B. I) ii.	Server monitoring for uninterrupted services	Will physical access to the serves be allowed and will the SI need to address hardware related issues also?	The SI will be accessing the servers / VMs Remotely. As Tea Board is planning to migrate to the cloud environment in future. However, at present the collocation service is being used.
26	12. Minimum Eligibility Criteria	23	1	The applicant should be an IT company	Whether a company doing IT related work but not registered as IT company is eligible?	As per RFP.

27	12. Minimum Eligibility Criteria	23	1	Applicant should be CMMI level 3 certified	If the CMMI level 3 certificate has recently expired and process is on for renewal, will they be eligible?	Copies of relevant documents to be submitted by the bidders and subject to satisfaction of the Board.
28	14.2. Technical Evaluation matrix	30	e	Form 6 supported by documentary evidence.	What the Form 6 mentioned in the 'Forms to be used column'	Please refer to the reply at Sl. No. 17 above.
29	8. Brief Scope of Work (xv)	18	Transition Plan	Service Provider will develop and implement the detailed transition plan	Will the existing service provider by default get 15 marks under Point 2a of technical evaluation matrix (page 32)	The evaluation will be done on the basis of understanding of the requirement and quality and merit of the solution proposed along with work plan. Hence, there is ample space for an innovative approach.
30	Implementation in Cloud environment	28	Implementation in Cloud environment	Implementation in Cloud environment	There is no added advantage of implementing an application which doesn't have wide traffic variations to be implemented in cloud. Can the evaluation point specified for cloud expertise can be waived.	As per RFP. No change.

31	13. Submission of Bid	24	Submission of Bid	Submission of hard copy of the application	What is the last date for submission of hard copy of the application? Is it the same date as that of the online tender submission	The hard copy should be submitted within the last date of submission of bid as mentioned in the RFP.
32	NA	NA	Submission of Bid	NA	i. What is the size limit for uploading the Bid response in the single row allotted on NIC's portal? ii. Is it possible to allow multiple rows to be allocated on the technical envelope to ease the traceability of supporting documents to the qualifying criteria, and then have one common row for other documents? iii. Is it necessary to sign the entire Tender document and upload? Or just acceptance to all the tender terms and conditions suffice?	As per information received from the NIC e-Procurement Helpdesk, 25-30 MB space will be available. Strictly as per provision of the CPP Portal. Strictly as per provision of the CPP Portal.
33	NA	48	Commercial Template	1. The commercial template has notes attached to Sl. 1 and 11 of the table stating that "Details of resources proposed to be deployed along with their educational and professional	i. As required by the RFP terms we shall be sharing the CVs of proposed resources. However, depending on the period when the WO is received, the availability of the resource may vary and which	Details of all man power proposed to be deployed needs to be shared. Tea Board may approve such replacement of

				qualification and total experience shall be shared.” 2. Table header, column 3 “Unit price per year (INR) [A]”	will be filled in with other similar suitable resource. The CVs that we plan to submit as bid response are indicative of the skill level that we propose to deploy for the fulfillment of the scope of work, and the actual people deployed may vary from the one originally indicated, depending on availability. Request Tea Board to allow the same. ii. Will we need to submit CVs of all proposed resources or only the ones proposed in Sl. 1 and 11 (which may contain the helpdesk resources)? iii. The commercial template indicates that we need to quote rates applicable for a year, however the BOQ does not mention or account for the same. The final amount is simply the total with GST charges. iv. Request confirmation that we need to quote for one year period for each line item in the BOQ or 3 years’ period.	manpower based on the request made by the successful bidder in all such cases. Details of all man power in different categories proposed to be deployed by the bidder needs to be submitted. The charges may be quoted in the BoQ for 3 years.
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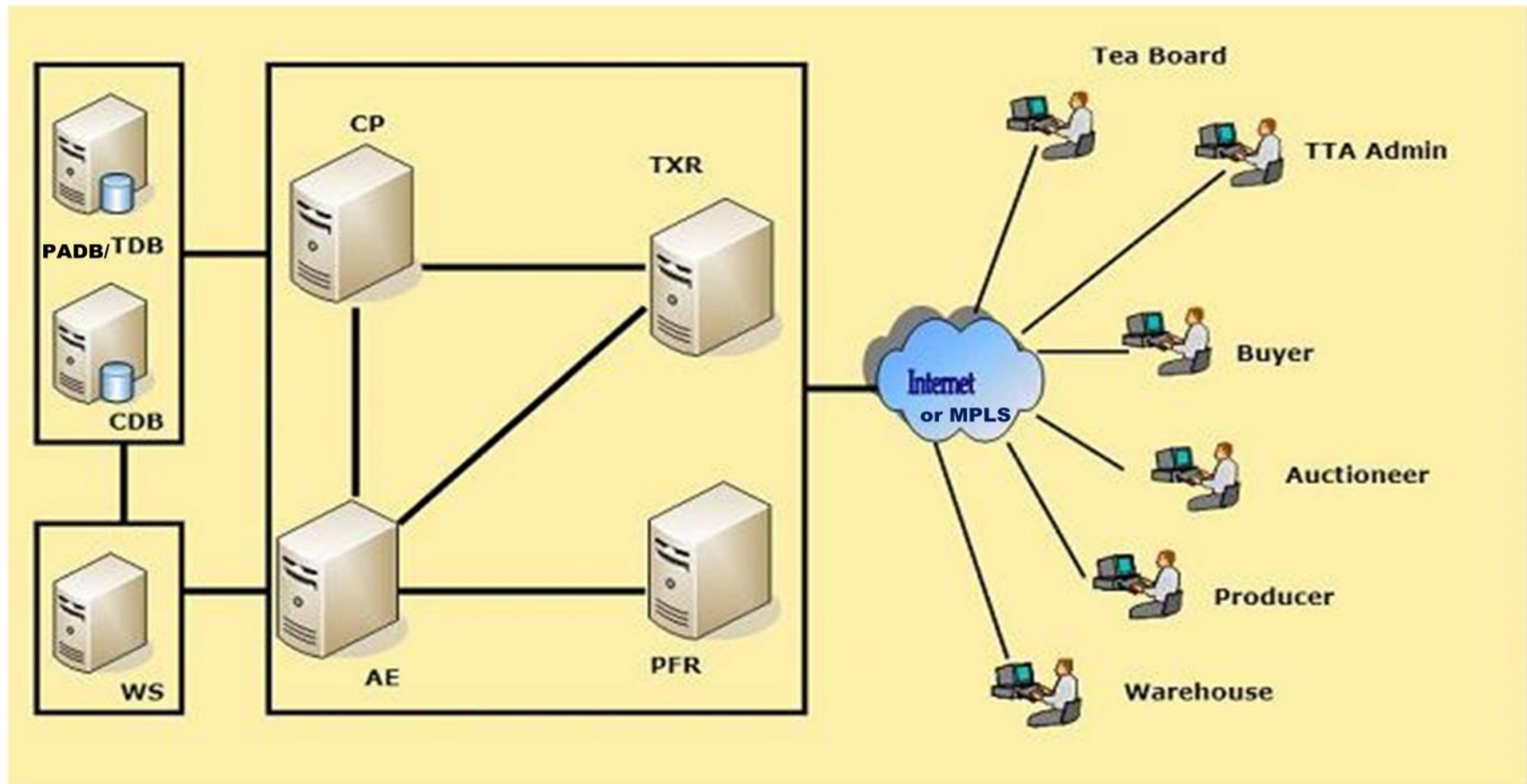
34	NA	NA	NA	Response to Pre-bid queries and Bid submission deadlines	Request that at least 2 weeks' extension is allowed post publishing of the pre-bid meeting's clarifications, so that all the changes can be incorporated in the Bid response.	The last date of submission of bid has been extended upto 08.07.2019 till 4:00 P.M. The date of opening of Technical Bid is 09.07.2019 at 4.00 P.M.
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ANNEXURE-I

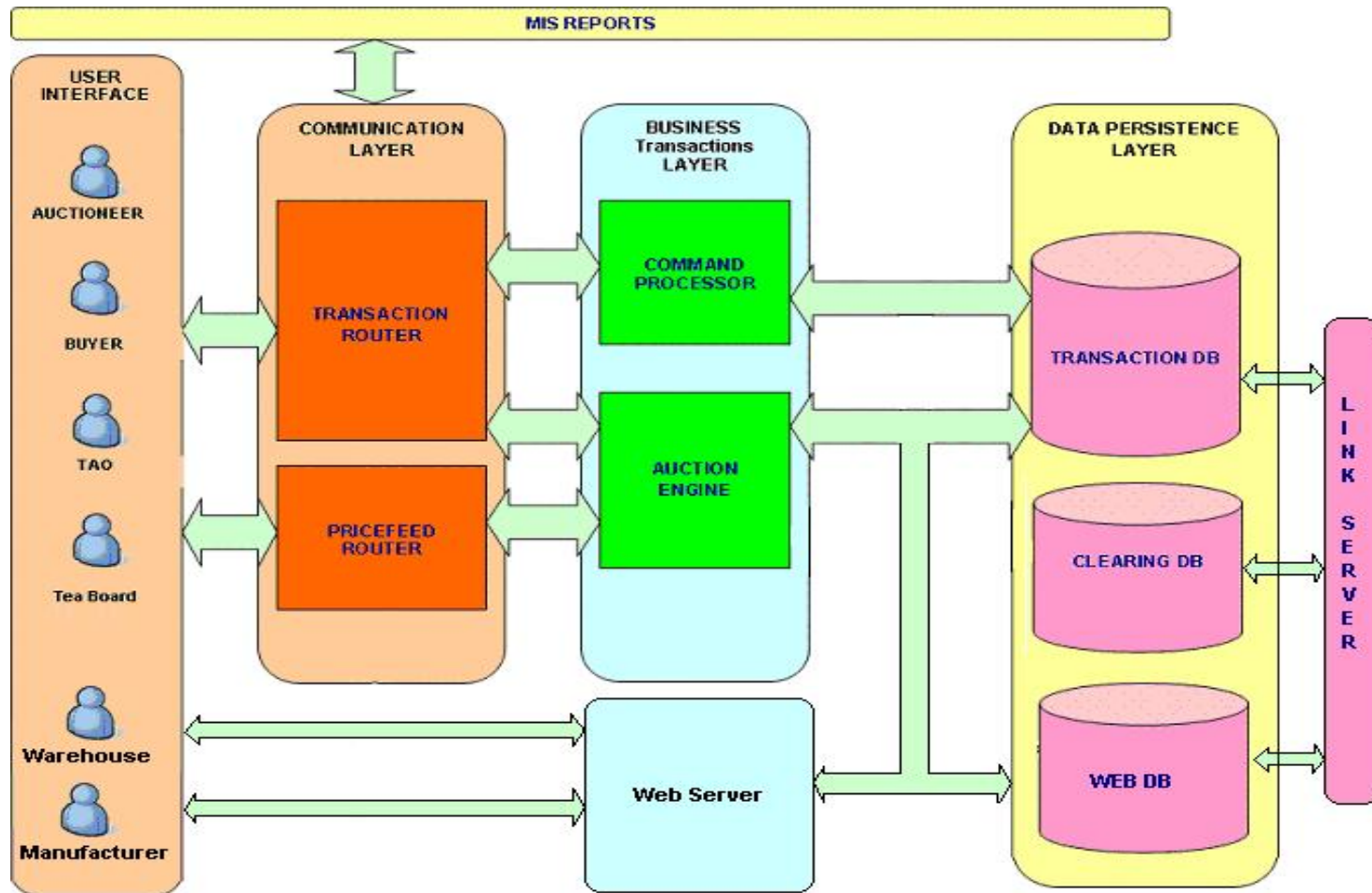
E-Auction Component Details

Sr.No	Communication Component	Functionality	Technical Implementation	
			Framework	Development Environment
1	AE (Auction Engine)	Matching Algorithm Implementation	2.0	MS Visual C++ 2005 ADO.Net SQL Server 2005
2	TXR Service (Transaction Router)	Maintains the connection between Client and Service Components		
3	CP Service (Command Processor)	Establishes communication channel with Database		
4	PFR Service (Price feed router)	Broadcasts the results made by Auction Engine		

E-Auction Application deployment Architecture



E-Auction Application Architecture



E-Auction Process Flow

Tea Board

