

Based on various rounds of industry interaction, and the two rounds of pre-bid queries held by the department, the following pre-bid queries have been received. The reply of the department is in the last column as wherever possible. The details against each query is being updated in the RFP which shall be available at <http://excise.bih.nic.in> and <http://bsbcl.in> from 18 January 2016.

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
1	Wipro	Vol-02 ; Page-43 ; Section 3.11.19 (Serial No: 7)	Check Post – IT Assistant	As per our understanding each check post will have 3 IT Assistant. Please confirm	Yes
2	Wipro	Vol-02 ; Page-43 ; Section 3.11.19	Manpower Deployment	What will be the role of Sales & Analytics IT Manager and Asst. Manager?	BSBCL will be operating the shops both and a wholesaler and a retails across the state. Sales data has to be analysed for a robust MIS system to be available to higher officials
3	Wipro	Vol-02; Page-64	6. Technical Field Staff cum Data Entry Operator	Please share the location details where these 50 engineers to be deployed.	it shall be as per requirement of the department
4	Wipro		3.11.19 Manpower Deployment		
5	Wipro			As per our understanding Bidder needs to provide EMS tools including Service Desk module. Kindly confirm.	Yes

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6	Wipro	Vol-2 Page -13	<i>Table 8 Indicative Data Backup Frequency : Offsite storage location will be specified at a later date; however the location will be within the state of Bihar and will be outside of the city in which Data Centre is located.</i>	Please specify if Bidder needs to factor the cost offsite tape movement.	Yes
7	Wipro	3.11 Core Excise Application Page – 28	Digitization of records		As per the modified RFP, Digitization and Scanning is no longer part of scope of work
8	Wipro	3.11.16: Training Capacity Building &	Mode Imparting training of	Please clarify as to what “mode of imparting of all trainings shall be electronic” mean? Is it ppt based training that is expected or something else?	PPT and online training
				At how many locations/offices is the training expected to be delivered?	All the district headquarters, i.e.; 38 locations
				Please share the approximate break-up of 1200 users spread, location wise.	As above
				Do all the locations have sufficient infrastructure to deliver the trainings such as Training rooms, projectors, connectivity, white boards, etc.	Shall be provided

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				Is the training to be delivered in English or Hindi or both?	Both, as applicable
				Participant manuals to be in English or Hindi or both?	Both
				Please specify the number of users to be trained under each training according to their roles.	Updated in the RFP
				What should be the batch size for each training?	To be decided by the department on case to case basis. However, average size of 20 per batch shall be there
				Where is the Train the Trainers to be conducted?	At department and Distt headquarters
				Apart from manuals, is there an e-learning system also required hosted at a central place for self-learning, refresher trainings?	Yes
9	Wipro	Page 54 Vol- 2	Bihar SWAN/ BSNL shall be used for the WAN connectivity of Integrated Excise Management System project. TSSP shall design the last mile requirements for the Integrated	How will we know where the nearest BSWAN POP is available at each of these locations District Excise Office – 38 locations, Sugar Factory – 12 locations, Distillery – 7 locations, IMFL Blending and Bottling Units – 12 locations, CL Blending and Bottling Units -17 locations, Beer Brewage – 2 locations, Check Post – 5 locations, Can we have nearest BSWAN POP address mapped to each of these above locations for feasibility check	Connectivity to government offices of the department is no longer within the scope of TSSP. TSSP shall use the BSWAN for connectivity. Connectivity from distilleries, breweries, bottling plants, sugar mills etc shall be internet based which shall be provided by the respective units.

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			Excise Management System. Procurement and maintenance of the leased lines/ broadband for the last mile connectivity as per the requirements are completely the responsibility of the TSSP.		
10	Wipro	General		Who will take care of the bandwidth up gradation from BSWAN POP to SDC??? As bidder will connect the locations to the nearest BSWAN POP only.	As above
11	Wipro	2.8 Network Architecture vol-2 page 13	Remaining locations shall be connected to the nearest Point of Presence (PoP) through a last mile connectivity; Leased Line/ OFC/ RF. For the locations not feasible to	What would be the bandwidth for connecting the locations to the nearest BSWAN POP??	As above

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			be connected to SWAN shall be connected to DC through other arrangement such as BSNL Leased Line/ BSNL WiMax / BSNL VPNoBB/ Private ISPs.		
12	Wipro	general		Need address of District Excise Office – 38 locations, Sugar Factory – 12 locations, Distillery – 7 locations, IMFL Blending and Bottling Units – 12 locations, CL Blending and Bottling Units -17 locations, Beer Brewage – 2 locations, Check Post – 5 locations.	All the information is available on BSBCL/ Excise deptt website
13	Wipro	3.11.14 Control Room Setup at HQ page 39 vol-2	The control room would be connected to State Data centre/ DC on a min 8 Mbps communication link.	Do we need to provide this link between control room and SDC? Pls confirm	As per query 10 above

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14	Wipro	3.11.13 Surveillance System for Check Post vol-2	This objective would be achieved by using IP camera's at this location by TSSP which would be connected through internet even to trap live event from the control room	Do we need connect these check posts to control room? Pls confirm	Scope of work updated. Please see the updated RFP
15	Wipro	3.11.13 Surveillance System for Check Post vol-2	This objective would be achieved by using IP camera's at this location by TSSP which would be connected through internet even to trap live event from the control room	Can the check post be connected to nearest BSWAN POP or we need to connect these separately to control room at HQ? Pls clarify	Scope of work updated. Please see the updated RFP
16	Wipro	2.4 Mobile Interface Page-8 vol-2	SMS Gateway of MSDG:-	Do we need to deploy SMS gateway application at SDC?? What is the number of SMS that would be sent per month? Do we need to factor the cost of the same? Do we need to factor cost for short codes?	No. at the department datacentre. Per SMS Cost shall be factored in

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17	Wipro	Page 58 vol-2	Toll-free dedicated Phone Numbers	What would the number of calls per month expected on toll free number? Do we need to factor the monthly recurring toll free calls costs or only the One time setup cost for toll free?	Department has already started the toll free numbers. Bidder needs to operate the same
18	EY	Page 19, Volume I	Pre-Qualification	Request you to allow overall company turnover of 500 having experience in executing IT projects	See modified RFP
19	Samsung	Specifications of hardware	Specifications	No specification of handheld tablet is provided	Updated in the RFP
20	Keltron	Pre-qualification and EMD			PSUs to be exempt from turnover and EMD criteria
21	E-connect	Turnover to be reduced to 100 crores cumulative for three years			Not accepted. However, turnover criteria has been relaxed in the updated RFP
22	Newgen	RFP Vol II, page 29, Section 3.11.3	Process Automation e-forms workflow based	As per our understanding, BSBCL will require a workflow solution which should have an inbuilt form designer to design Custom forms that can be attached at one or more stages of workflow. Kindly confirm if the understanding is correct.	Yes
23	Newgen	PRFP Vol 11, Page 37, Section 3.11.12	Integration with BSBCL	As per mentioned in the RFP, the proposed solution would be required to be integrated with the other applications/systems. Please clarify the number and type of such applications with which the proposed solution will be integrated?	BSBCL is getting the retail software developed. The same would need to be integrated

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24	Newgen	General	Users	Please provide clarity on the number of department users and the user concurrency who will be using the proposed system for workflow and portal separately.	Provided in the RFP
25	Newgen	General	Document Management system	<p>As per our understanding the solution should have capability which allows Document View</p> <ul style="list-style-type: none"> <li>- Server based Inbuilt Document Image Viewer for displaying image document without native viewer</li> <li>- Viewer should be platform independent and support Linux based browser</li> <li>- Support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.</li> <li>- Automatic stamping of annotations with user name, date and time of putting annotations</li> <li>- Securing annotations for selective users.</li> </ul> <p>Kindly confirm if the understanding is correct.</p>	Yes
26	Newgen	General	Workflow Management	Kindly specify the details of the modules that need to be configured on BPM platform wrt workflow requirement. Also kindly provide inputs on AS-IS and To be flow for the required modules.	The same shall be provided to the bidder selected

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27	Newgen	RFP,Page 186,Annexure, Section 16.1,point no.32.16	Records Management System	<p>As per the RFP, the system needs to keep the records for the long term. Therefore, we understand that the department would require a Records Management System for long term archival of the documents.</p> <p>So, with this understanding, request you to include following specifications of the Records Management System to ensure best of breed solution:</p> <ul style="list-style-type: none"> <li>a. Capability to define retention policy, disposition policy etc.</li> <li>b. Capability to capture details about the electronic as well physical records including warehouse location, box no etc.</li> <li>c. Capability to track Physical records movement</li> <li>d. Compliance with standards like DoD 5015.2, ISO 15489, VERS etc.</li> </ul> <p>Please confirm our understanding.</p>	<p>Bidder may propose the best possible solution to department. Only broad contours have been indicated in the RFP</p>

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28	Newgen	RFP document, page 186-Annexure, section 16.1,point no 32.16 and 32.22	Document Management System	As per our understanding BSBCL will be dealing with business processes which will involves large number of document containing critical information that need to be archived for future reference. Since the Document Management System will be storing critical documents of various departments & citizens which need to be archived for long term ,hence Document management system is required as part of proposed solution.	The system has to be workflow based and shall have capability to deal with scanned documents. As of now a dedicated DMS is not part of scope.

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29	Newgen	RFP Vol II,page 16,Section 3.3	Workflow Management	<p>Since there would be lots of document which would get generated as part of various processes and approvals. So our understanding is that required Enterprise Document Management System should have at least but not limited to below mentioned capabilities:</p> <ul style="list-style-type: none"> <li>- Categorization of documents in folders-subfolders just like windows interface. There should not be any limit on the number of folder and levels of sub folder</li> <li>- Document Version Management with Check Out / Check In</li> <li>- Extensive document and folder level operation such as move / copy, email, download, delete, metadata association etc.</li> <li>- Repository should be format agnostic</li> <li>- Indexing of the documents on user defined parameters</li> <li>- Association of the key words with the documents</li> </ul> <p>Kindly confirm our understanding.</p>	As above

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30	Newgen	RFP Vol II, page 29, Section 3.11.3	Automation of Existing Processes	<p>As per the RFP document, BSBCL needs the capability of Inbuilt configurable rules engine as part of process automation. So taking the requirement into consideration, we recommend that Rule engine should have at least the below mentioned capabilities in it:</p> <ol style="list-style-type: none"> <li>1) Rule Engine should have a complete web based environment for the design, definition, testing, rule management operations and deployment of rules.</li> <li>2) Rule Engine should have the web standard interfaces such as Web Services Definition Language (WSDL), XML Schema Definition (XSD), and Simple Object Access Protocol (SOAP) so that it can communicate with other applications based on open standards.</li> <li>3) Solution should have the capability to deploy rules as the web service.</li> <li>4) Solution should have the capability to define rules through "If else" statement or through "Decision Table".</li> <li>5) Audit logging of changes/modifications done in the rules.</li> </ol> <p>Please confirm.</p>	Such details shall be proposed as part of bidder's solution. However, relevant portions of RFP updated as per the input

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31	Newgen	General	Workflow Management	As majority of the core process defined in the RFP are document centric therefore we strongly believe that the proposed workflow should have a tight integration with DMS system, with embedded document viewer within the workflow interface to ensure document security. Is our understanding Correct?	As above
32	Newgen	RPF Vol II ,Page 16, Section 3.3	Workflow management	As per our understanding, BSBCL has the requirement for flexible and configurable workflow engine to handle complex workflows including multi-level hierarchical workflows. Based on that, our understanding is that the BSBCL needs a Business Process Management (BPM) platform having the capabilities of graphically modelling the processes or workflows, in built Form designer, process simulator, configurable Business Activity Monitoring tool (Dashboards) and inbuilt Document Management System for storing documents.  Please confirm our understanding is correct.	Such details shall be proposed as part of bidder's solution. However, relevant portions of RFP updated as per the input
33	Newgen	RPF Vol II ,Page 16, Section 3.3	Workflow management	Our understanding is that BSBCL requires Business Process Management system to include Process modeller based on BPMN2 notation and should also should comply to various open workflow standards such as BPEL and WFMC.	As above

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34	Newgen	RFP Vol II ,page 35,section3.11 .10	Mobile Application	<p>As per our understanding, BSBCL has the requirements for mobility, where in users can use the mobile applications for capturing the details &amp; documents through mobiles/tablets as well as access the system through mobile apps. So imaging features become the important requirement of mobile application framework. So our recommendation is that mobile application framework should have below mentioned features:-</p> <ul style="list-style-type: none"> <li>a. Image compression, B/w conversion from colour images</li> <li>b. G4 compression for B&amp;W, JPEG for colour and grey scale</li> <li>c. Multiple page document capture</li> <li>d. Auto cropping, Auto orientation, perspective correction, noise removal, geo capture</li> <li>e. Image capture setting ( camera resolution, image type)</li> </ul>	<p>Mobility requirements have been laid out in the RFP. Bidder may refine the solution the way they want as long as it meets the department requirements and SLAs</p>

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35	Newgen	RFP Vol II ,page 35,section3.11 .10	Mobile Application	<p>As per mentioned in the RFP document, proposed solution should have mobile enabled application and interfaces. So having this requirement into consideration, we suggest that BSBCL has the requirement for enterprise mobile framework in which mobile applications and its services can be configured/ managed centrally. So for the ease of manageability and change management, we recommend that department requires Enterprise Mobility framework so that changes can be done by just doing the configurations instead of writing/modifying the lines of code.</p> <p>Please confirm our understanding.</p>	
36	Newgen	RFP Vol II,page 28 and 54,section 3.11 point 4 and section x	Data Migration	Kindly provide the details of the data that need to be migrated. Also what is the volume of data required to be migrated.	
37	Newgen	RFP Vol II,page 28,section 3.11 point 4	Digitization of records	Kindly provide the details for the backlog and ongoing volume of data to be digitized.	As above

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38	Newgen	RFP Vol II, page 28, section 3.11 point 4	Document Scanning	<p>As per our understanding BSBCL requires a system that should capture/scan all scanning backlog as well as ongoing paper documents with support for following:</p> <ul style="list-style-type: none"> <li>• Both bulk and web scan capabilities</li> <li>• Automatic extraction of data using OCR</li> <li>• Document capture through mobile devices/tablets</li> <li>• Automatic file and document separation using blank page separator, barcode separator and fix page</li> </ul> <p>Please confirm our understanding is correct.</p>	As above
39	Newgen	RFP Vol II, page 28, section 3.11 point 4	Number of Scanning Locations	Please provide clarity on the number of locations from where the document scanning activity will be carried out.	As above
40	Newgen	RFP Vol II, page 28, section 3.11 point 4	Document Capture	Is there any other mode of document acquisitions other than scanning like through email, fax, etc.	As above
41	Newgen	RFP Vol II page, Page 29 section 3.11.4	MIS Reporting Modules	As per the RFP document, proposed solution should have a report designer tool tightly integrated with the workflow solution that should allow user to create new reports and dashboard view from the UI itself and should support tabular and graphical view of the report. Is our understanding correct?	Yes

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42	Newgen	RFP Vol II page, Page 29 section 3.11.4	MIS Reporting Modules	As per the RFP document, proposed solution should have a reporting tool which allows user to configure their individual dashboard view, report view (tabular/graphical) and number of reports in one screen. Is our understanding correct?	Yes
43	Newgen	RFP Vol II, page 23, section 3.9.4	The system should be capable of referring to the appropriate documents/records through link or index, without the need of attaching the physical documents with the workflow.	Based on implementing similar solutions in other other Ministries/Departments our understanding is that in workflow management system, the form containing the meta data and other information and the documents should be viewable to user in a split screen view. This enables the official to approve or process the transaction by referring to the document in a single view.	Yes
44	Newgen	RFP Volume II-page 35 Section 3.11.11 Call Centre & Grievance Module	It should have a workflow based Grievance Management system, integrated with Ticketing System.	As per our understanding BSBCL is looking for Grievance/compliant module to be configured on BPM platform to address the user's query/complaints. Please confirm if our understanding is correct.	It is up to the bidder to implement the grievance Redressal to match the overall workflow model of the solution

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45	Newgen	RFP Vol II,page 11	Interoperability	As per our understanding BSBCL requires Platform independent & interoperable solution and should supports multiple databases i.e. MS SQL Server, Oracle, and Postgre SQL etc. Please confirm if our understanding is correct.	Yes
46	Newgen	RFP Vol II,page 39,section 3.11.15	Every user who shall access the system should privileges based on their responsibilities .	As per the RFP document, proposed solution should have a process administrator to modify the process work step, provide rights to user/s on the process queues, work steps, assign privileges on folder structure, document type defined in the process. Is our understanding correct?	Yes
47	Newgen	RFP Vol II,page 57,section xv	Handholding support	Kindly provide the details for names and number of locations to be covered as a part of the handholding support required for a period of three months.	Provided in the RFP
48	BCIL	RFP Vol II	Barcoding	How is barcoding being implemented	BSBCL has already placed orders for printing of unique ID based 2D barcodes. The retail software for enabling point of sale based on the 2D bar codes is being developed separately.

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49	Econnect	Vol-I, Pg.-19, 6.1 Pre-Qualification Criteria: 3. Turnover	The bidder in its name must have achieved a minimum average annual financial turnover of INR 500 crores in the last 3 (three) years from IT/ ITES operations	Since the estimated project value is around Rs. 20 Cr, request you to modify the asked turnover to aggregated 100 Crore in the last 3 years (4-5 times of estimated value of project as per CVC guidelines).	Please read as "The bidder in its name must have achieved a minimum average annual financial turnover of INR 200 crores in the last 3 (three) years. The bidder must have executed large IT projects within the same period with government/PSU clients"
50	Econnect	Corrigendum: 6.1 Pre-Qualification Criteria: 5. CMMi Level	The bidder must have been assessed and certified for CMMi Level 5	Request you to consider CMMi Level-3 companies as well to have greater participation and competition. More marks can be considered for CMMi Level-5 certification.	Accepted.
51	Econnect	Vol-I, Pg.-20,	a. At least one software development project having portal, electronic form and workflow for a web based system of value more than 40 crores in the last five financial years for Central / State Govt./ or	Request you to consider web based project of value 20 Crores or more in last five financial years for Central / State Govt./ or Central/ State PSU or autonomous body.	Please read as "project of value 15 Crores or more in last 3 (three) years for Central / State Govt. / or Central/ State PSU or autonomous body."
52		6.1 Pre-Qualification Criteria			
53		6. Technical Capability			

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			Central/ State PSU or autonomous body		
54	Econnect	Vol-I, Pg.-22,	The Technical Evaluation shall include Field Demonstration , Presentation & support document by bidder which shall cover aspects such as:	As the specifications are already defined in the RFP w.r.t. equipment to be used in monitoring and surveillance part, so it becomes insignificant and unpractical to do such demonstration during technical evaluation. Prior experience in similar capacity has also been asked for in Pre-qualification, so such condition be omitted.	Only proof of concept demonstration required as per the modified RFP
55		6.2.3 Technical Evaluation Elaboration	ix. Bidder shall do all installation, uninstillation and do regular maintenance activities in presence of Committee & as directed by Committee on at least 2 tankers.		
56					

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57	Econnect	Vol-I, Pg.-23&24,	No. of projects done as Project Manager & Solution Architect:	Request for reducing the value of the project to 20 Crores.	Please read as "Projects of value 10 crore or above"
58		6.4 Technical scoring criteria	iii. Project involving implementation of IT project of value more than 40 crores		
59	Econnect	Vol-I, Pg.-34,	Financial Details (as per audited Balance Sheets) (in Cr) 2010-2011, 2009-2010	Need suitable corrections in Financial Years. It should be 2012-13, 2013-14, 2014-15	Modified
60		Form 2: Particulars of Bidder			
61	Econnect	Vol-I, Pg.-51,	<b>A - On the Terms of Reference</b>		Please see updated RFP
62		Form Deviations 12:	Suggest and justify any modifications or improvement in Scope of Work you are proposing to improve performance in carrying out		

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			the assignment.		
63	Econnect	Vol-I, Pg.-66,	Data Digitization Cost (F):	Kindly provide the number of documents to be scanned and digitized with their sizes like A4, A3, A0 etc.	As above
64		Form 2: Financial Proposal		Also provide the volume of data to be migrated/ fed into the developed system.	
65	Econnect	Vol-I, Pg.-66,	Training cost (G)	Kindly provide the following details:	As per the modified RFP
66		Form 2: Financial Proposal		a. Number of officials to be trained,	
67				b. Batch size,	
68				c. Location of training,	
69			d. Available Infrastructure for training.		
70	Econnect	Vol-II, Pg.-9,	<b>Scalability:</b> The Integrated Excise Management System shall	Kindly provide the number of concurrent users and transaction volumes.	Provided

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71		2.7 Deployment Architecture	support both vertical (the growth within one operating environment) and horizontal scalability		
72	Econnect	Vol-II, Pg.-10,	<b>Availability:</b> All the components of the Integrated Excise Management System must provide adequate redundancy to ensure high availability of the Integrated Excise Management System applications.	Is proposed RDBMS also required in redundant mode for uptime and load balancing? Kindly clarify.	No. However, suitable backup policies to be proposed by bidders for mitigating any loss of data
73		2.7 Deployment Architecture			
74	Econnect	Vol-II, Pg.-10,	<b>Availability:</b> Deployment of multiple application instances.	Please clarify.	Available to all users at the same time
75		2.7 Deployment Architecture			

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76	Econnect	Vol-II, Pg.-12,	<b>Data Centre:</b> Integrated Excise Management System shall be co-hosted in Department of Registration, Excise and Prohibition Data Centre. As the DC has adequate access control mechanism, same would be followed for the security of all the Integrated Excise Management System data centre equipment.	Please clarify whether this DC infrastructure available (Servers, DBMS, Firewall etc.) would be made available to successful bidder as per the sizing and quantity required by them or the same has to be procured by bidder himself.	
		2.7 Deployment Architecture	DC will provide the following infrastructure for Integrated Excise Management System:	Does the DC has spare servers, firewall and DBMS to be shared with successful bidder as per bidder's requirement?	Please see updated RFP
77			(ii) Security (IPS, Firewall, Antivirus)		

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78			(iii) Load balancers		As above
79			(iv) Presentation, Application and Data base layer infrastructure (Web servers, Application Servers, SAN, DBMS, etc.)		As above
80	Econnect	Vol-II, Pg.-12,	<b>Disaster Recovery site:</b> DR site of DC shall be used for Integrated Excise Management System as and when it comes. To avoid data loss, Incremental backups should be taken daily and placed in a different site. Backups should be taken on	Who would manage the DR site? Responsibility of taking the incremental backup lies with the selected bidder or existing resources shall do the same. Do the bidders need to deploy resources at DC and DR sites for required activities?	As above
81		2.7 Deployment Architecture			As above

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			external media (tapes).		
82	Econnect	Vol-II, Pg.-12,	EMS being a web based solution where services are offered through internet, use of Link Load Balancers is very much essential; To manage multiple ISP links to the data centre automatically.	Who will provide the Link Load Balancers, Excise Dept. OR selected bidder?	As above
83		2.7 Deployment Architecture -- Performance			As above
84	Econnect	Vol-II, Pg.-12,	IV. Digital Certificate to be used for submission of applications and signing the Documents.	Required DSL procurement shall be done by the selected bidder or by the Department itself?	DSL for all department officials is to be procured by the department
85		2.9 Security Architecture			
86	Econnect	Vol-II, Pg.-18,	2. For Out to Out to vehicle		Yes. On cost plus basis by the bidder

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87		3.8.3 Implementation model of only GPS Device	carrying Ethanol, Molasses or Spirit movement.	Please clarify how the GPS devices would be installed, managed and operated for Out to Out Vehicles.	
88	Econnect	Vol-II, Pg.-21,	8. Graphically display the vehicle position on a digitized map with different levels of zoom.	Who will provide the base maps; NRSC, Excise Department or State Remote Sensing Centre?	Department
89		3.9.3 Vehicle Management System		The maps provided therein shall be the digitized one OR shall be digitized by the selected bidder?	Digital Maps shall be procured by the department
90	Econnect	Vol-II, Pg.-21,	9. Geo-fencing of loading and unloading locations within a radius of 15 metres from the boundary of the loading and unloading locations.	Is provisioning of GIS tool in the scope of bidder or shall be provided by Excise Department?	Scope of the bidder
91		3.9.3 Vehicle Management System		Geo-fencing shall be done by the State Remote Sensing Centre OR is in the scope of the bidder?	Scope of the bidder
92	Econnect	Vol-II, Pg.-22,	The GIS Digital vector map of Metro and state capital cities and other prominent cities should be of Scale	Will it be possible to do geo-fencing of 15 Mtr. on a map having scales of 1:2500 or 1:10,000?	Bidder shall propose
93		3.9.4 DIGITAL MAPS & MAPPING:			

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
			1:2500 or better and for all small township / highways shall be on scale 1:10000 or better.		
94	Econnect	Vol-II, Pg.-23,	6 month auto upgrade of GIS data as a global data upgrade practice based on latest satellite imaginary and field survey data.	Who will pay for the latest satellite imagery upgrades every 6 months?	Department
95		3.9.4 DIGITAL MAPS & MAPPING:			
96	Econnect	Vol-II, Pg.-23,	Digital Map of delivery areas with roads, important landmarks, other features, with names shall be provided. Standard routes from Depot to Retail Outlet / Consumer outlet shall be	Kindly clarify on the availability of digital maps with areas like roads, landmarks, other features, with names etc.	Yes. Available
97		3.9.4 DIGITAL MAPS & MAPPING:			Who will carry out the mapping/plotting of Depots, Route, Retail outlet with latitude and longitudes?

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
98			mapped, with latitudes, longitudes ascertained and place names associated with the coordinates for all important landmarks along the route.		
99	Econnect	Vol-II, Pg.-25,	Sample: Attribute form for Movement of Molasses, with geo tagging:	Kindly clarify.	
100		3.10.7 Sample attributes of Sugar Factory			Removed
101	Econnect	Vol-II, Pg.-28,	4. TSSP is responsible to migrate and digitize the data necessary for successful running of the new proposed system.	Kindly provide the volume of data that needs to be migrated and digitized.	
102		3.11.1 Master Data Build-up and Digitization of records			Digitization not in the scope of work now
103	Econnect	Vol-II, Pg.-28,	5. TSSP is responsible for all the data feeding	The data would be fed at Head Office only OR shall be done at District level offices.	Department data centre

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
104		3.11.1 Master Data Build-up and Digitization of records	operation and maintenance of records at its data centre for a period of 5 years.	Maintenance of records at whose Data Centre?	
105	Econnect	Vol-II, Pg.-28,	Automation of Existing Processes	Other modules which can be considered by the Department:	
106		3.11.3 Automation of Existing Processes		<input type="checkbox"/> Vigilance Module	Added as part of the RFP
107				<input type="checkbox"/> HRMS	
108				<input type="checkbox"/> RTI	
109				<input type="checkbox"/> Legal Case Monitoring	
110				<input type="checkbox"/> Financial Accounting	
111				<input type="checkbox"/> Brand/Label Registration	
112				<input type="checkbox"/> File/Letter Movement System	
113	Econnect	Vol-II, Pg.-35,	2. Provide Help Desk facility during agreed service period window for reporting user department incidents /	1. Kindly specify the qualification of manpower resources required for Call Centre.	Specified
114		3.11.11 Call Centre Grievance Module		2. What would be operational timings (working hours and days in a week) of Call Centre? And total duration of operation in years.	Specified

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
115			issues / problems.	3. Also provide information whether Grievance Management would be integrated part of it OR shall work as an independent module?	Integrated
116				4. Telephone line (min. three) would be provided by Excise Department OR shall be responsibility of selected bidder?	Department
117				5. Infrastructure for Call Centre (PCs, Telephones, Headphones, Furniture, and Air Conditioning etc) shall be provided by Excise Department OR shall be on bidders account?	Department. However, manpower to be provided by the bidder
118				6. Do we assume Help Desk and Call Centre as one entity?	Yes
119	Econnect	Vol-II, Pg.-38,	1. Surveillance is required at all check posts in Bihar.	Please specify the internet bandwidth requirement at each check post for monitoring from Control room?	
120		3.11.13 Surveillance System for Check Post			Currently to be deployed in offline mode
121	Econnect	Vol-II, Pg.-47,48,	Project Plan	Timelines seems to be very tight w.r.t System Study with Business Process Re-engineering and Go-Live of IEMS.	Updated in the RFP

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
122		3.11.22 Indicative Project Plan		Request you to relax the same with at least two weeks' time.	
123	Econnect	Vol-II, Pg.-50,	The Functional Requirement as envisaged for this project is attached as <i>Annexure X of Volume I of this RFP (published as separate document)</i> .	The said Annexure seems to be missing in RFP Volume I and separate document as well.	Shall be provided to the selected bidder. RFP updated
124		iii. Requirement Analysis			
125	Econnect	Vol-II, Pg.-53,	d. TSSP will coordinate with the DC operator to co-host the Integrated Excise Management System application and leverage the existing infrastructure at DC.	Kindly provide the details of existing infrastructure at DC that can be utilized.	As per State DC at Beltron.
126		The suggested activities to be performed		Whether the utilization would be on shared basis OR dedicated resources shall be allotted?	
127	Econnect	Vol-II, Pg.-54,	a. The TSSP is expected to	Does site preparation include civil work as well?	No

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
128		viii. Site Preparation for all Project Locations	prepare all the project locations setting up the necessary client site infrastructure.		
129	Econnect	Vol-II, Pg.-57,	The TSSP will provide one qualified and trained person per location for a period of three months to handhold the staff and ensure that the staffs in those locations are able to use Integrated Excise Management System application on their own by the end of the handholding period	Kindly provide the locations where the resources need to be deployed. Do we assume the District Offices of Excise Department?	As per the updated RFP
130		xv. Handholding Support			

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
131	Econnect	Vol-II, Pg.-66-67,	Department of Excise and Prohibition may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project. Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the Department.	Who will pay for such audit process; Excise Department OR selected Bidder?	
132		4.2 Acceptance Testing and Certifications			Selected bidder

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
133	Econnect	Vol-II, Pg.-69	The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the selected Bidder.	Kindly suggest where to quote for EMS, NMS and Helpdesk software in Financial Bid as it is not covered as separate line item.	line items updated to include the EMS and NMS
134		Manageability Review			
135	Econnect	Vol-II, Pg.-70	Delivery of Hardware required for phase I & phase II – 10% respectively.	Selected bidder will have to make the complete payment to Hardware OEMs at the time of procurement and delivery. As the selected bidder will get only 10% on hardware delivery and rest on O&M phase of 5 years where the interest of the balance 90% amount will be built on the overall commercials which will go as overhead to the exchequer.	Payment terms updated
136		1.1.2 Other Payment Terms			

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
137	Econnect	Vol-II, Pg.-70 & 72	CERT-IN certification for the services on central application, web-portal and other modules has to be taken before the Go-Live of the project.	The cost of the certification shall be borne by the selected bidder OR the Excise Department?	To be borne by the bidder
138		4.4 Acceptance criteria			
139	Econnect	Vol-II, Pg.-73	I. Licensing Requirements: A. All system software, licenses, etc. have to be procured in the name of the <Specify the appropriate name>	Kindly specify <the appropriate name>, Excise Department OR BSBCL? Also define the specs of various hardware's.	BSBCL
140		4.6 General Requirements			
141	Econnect	Vol-II, Pg.-74	The warranty shall remain valid for the Contract period on all the items supplied as per the Contract.	The warranty sought (on Hardware & other equipment) by the Department is 5 years OR 6 years?	5 years from the date of go-live
142		III. Warranty and Support			

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
143	Econnect	Vol-III, Pg.-15-16	III. However, in case of any new or fresh tax or levy imposed after submission of the proposal the <<'System integrator'>> shall be entitled to reimbursement on submission of proof of payment of such tax or levy.	We believe this would be applicable for upcoming GST as well.	Yes
144		13.3 Tax			
145	Econnect	Vol-III, Pg.-22-23	IPR rights for any bespoke development done during the implementation of the project will lie with <i>BSBCL</i> . <<'System integrator'>> shall be entitled to a broad license back in the bespoke development	We believe that the IPR of System Integrator's pre-existing solution (prior to bespoke development during implementation) will remain with SI and no IPR claim shall be made by the client on it.	Any customised solution used as the part of IEMS shall become IPR of the department to the extent that the department can use it for further improvement in case bidder is no longer associated with eh department
146		19 Intellectual Property Rights			

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
			for its internal usage and other e-governance projects.		
147	Econnect	Vol-III, Pg.-25	(b) for <three> years following the expiry or termination of the Agreement, valid and enforceable insurance policies (if relevant), in the amount not less than the Insurance Cover specified in Schedule I.	Request further clarification.	Please specify what clarification is required
148		23 Insurance Cover			
149		23.1 Obligation to maintain insurance			
150	Econnect	Vol-III, Pg.-46	The following schedule would be followed for payment during the Project implementation.	There is a discrepancy in the payment schedule mentioned in RFP Volume II and Volume III. Kindly clarify.	Payment terms as per updated RFP

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
151		SCHEDULE – VI - TERMS OF PAYMENT SCHEDULE	Refer Table given therein.		
152	Mastek	Volume III- Clause 24.1 (g)- Page 26- Non-Solicitation	(g) Neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this Agreement. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public	During the Term of the Agreement and of the period of six (6) months thereafter, neither Party will solicit for employment or knowingly hire an employee of the other Party with whom such Party has contact pursuant to project engagements under this Agreement. This restriction shall not apply to employees of either Party responding to advertisements in job fairs or news media circulated to the general public	to be discussed during contract signing

S. No.	Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring clarification	Points of Clarification required	Response to query
153	Mastek	Volume III- Clause 25.4- Dispute Resolution- Page 30		Jurisdiction should be Mumbai	Not agreed
154	Mastek	volume III- Schedule 3- Transfer of Assets- Clause 2- Page 37		Any third party's assets shall be transferred subject to the said third party's terms and conditions. Parties shall mutually agree on the terms and pricing for Asset Transfer	to be discussed during contract signing
155	Mastek	Volume III- Schedule 3- Employees- Clause 5- Page 39		Transfer of Employees not acceptable. The entire clause is not acceptable	to be discussed during contract signing
156	Mastek	Volume III- Schedule 3- TRANSFER OF CERTAIN AGREEMENT S- Clause 6- Page 39		Any and all transfer of the third party Agreements shall be subject to the terms and conditions the said third party only.	to be discussed during contract signing
157	Mastek	Volume III- Schedule 3- Costs of Exit Management		both the Parties shall mutually agree the costa of the exit Management	to be discussed during contract signing
158	Mastek	Volume III- Performance Guarantee		The format for the Performance Guarantee shall be mutually agreed between the parties.	It is a standard format. No major changes shall be accepted.