

# Registration Excise and Prohibition Department

Vikash Bhawan, New Secretariat,

Bailey Road, Patna-01

Tender No: Excise/IEMS/2016/02 dated 10th May 2016

## Replies to pre-bid queries of the bidders as per the pre-bid meeting held on 19th May 2016

S. No.	Name of the Bidder	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification	Replies
1	3i-Infotech	6.1 Pre-Qualification Criteria, Pt. No.-4, Page No. 16	<b>Net worth:</b> The bidder should have positive net worth in the last 3 (three) financial years.	Net Worth Criteria to be relaxed. However, in such a big system integration project, requirement of the quality certification of ISO 9001:2008 should be added.	Not accepted.
2	3i-Infotech	Payment terms, Page No. 61	Payment terms	Hardware payment should be 80% on installation	Not accepted as 75 % of Phase II cost with 5 % mobilization advance is already being paid till commissioning of DC
3	3i-Infotech		Penalty	Penalty capping maximum upto 10% of contracted value	The penalty and liquidated damages will be capped at 10% of the project value. However the overall liabilities shall be equal to total cost of the project.
4	3i-Infotech		Limitation of liabilities	Limitation of liabilities upto the contracted value	As above

5	3i-Infotech	Page No. 34	The application shall be co-hosted at Bihar DC and hence same architecture of SD shall be used for Integrated Excise Management System. The application would be hosted on web server, industry strength application server and database hosted on Oracle/ My SQL. Web servers and Application servers would be hosted on Red Hat Enterprise Linux operating systems	OS and Database Platform is vendor specific. Please allow other OEM platform or Solution.	The bidder is allowed to propose the best feasible solution.
6	3i-Infotech	Page No. 35	Integrated Excise Management System shall use SSL/VPN technologies to have secured communication between Applications and its end users.	Request to include WAN bandwidth optimised and Secure Browser Solution for low internet bandwidth across Bihar State and meeting Application Performance SLA requirement	Not accepted.
7	3i-Infotech	Page No. 37	* 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.	Please Specify DR site location	Specific location will be communicated later.
8	3i-Infotech	Page No. 39	It must be compatible with Multiple internet browsers such as Internet Explorer, Mozilla Firefox, Google Chrome, others.	Please change to Application should work on Any Web Browser without any Plugin dependency	Accepted. Please read the clause as "Application should work on Any Web Browser without any Plugin dependency"
9	3i-Infotech	Page No. 39	Integration of excise system for Import and export permit validation in real time through modern Check post system.	Kindly clarify the following: a) Volume of Data to be intrgrated/migrated b) Data Type c) Type of Databases d) Incremental data through web services or DB Link	There is no data to be digitized. Please treat the clause as deleted.

10	3i-Infotech	Page No. 45	Automation of Existing Processes 1. e permit 2. e import/export 3. e forms ( workflow based) 4. e- Supplier liquor license issue/renewal 5. e Registration 6. e Allotment 7. Case Management 8. BSBCL Depot Management 9. Recovery 10. Loss	Kindly provide the details of the existing process for understanding of the process	Solution design may be provided to the selected TSSP after approval of the Department.
11	3i-Infotech	Page No. 45	MIS Reporting Modules (integrated with BSBCL)	Kindly let us know about the various source system present in the current environment. Kindly specify version for all the current source systems	The regular data flows from sources like Districts Excise Offices, Check Posts, Breweries, Etc.
12	3i-Infotech	Page No. 45	MIS Reporting Modules (integrated with BSBCL)	Kindly let us know if there are any preferred technology platform for BI & Interactive Reporting or you are open for us using any other technology platform. Also, are you open to use open source tools for delivering the solution	Bidder can use any tools/technologies, sufficing the department's requirements.
13	3i-Infotech	Page No. 45	MIS Reporting Modules (integrated with BSBCL)	Please let us know if the total no. of reports required to be delivered as a part of the proposed BI & Reporting solution. Kindly elaborate.	Please refer corrigendum
14	3i-Infotech	Page No. 45	MIS Reporting Modules (integrated with BSBCL)	Please specify the frequency of data load and data refresh for reporting solution	Please refer corrigendum
15	3i-Infotech	Page No. 45	MIS Reporting Modules (integrated with BSBCL)	What are the estimated no. of user base who would be accessing the BI-WD solution? Also, what is the expected concurrency?	Please refer corrigendum

16	3i-Infotech	Page No. 57	Training & Capacity Building	Kindly clarify, Whether all the training will be done at different locations/sites. If it is location/Site base, kindly clarify 1. No. of Location to be covered. 2. Batch size for each training session. 3. Incase of any travel, who will bear the cost of the travel. 4. Who will provide the infrastructure for the training	Training will be done at District Head Quarters. Department will provide the infrastructure for the training. Any other arrangements to be done by the bidder.
17	3i-Infotech	Page No. 132	<b>Reporting</b> Should have ability to have a consolidated view of data collected from different types of operations (for example SLA compliance for a selected business service, it's dependent SLAs, OLA etc,) and displayed the same	Kindly let us know the data sources/databases for data collection	As above
18	3i-Infotech	Page No. 133	Should be extensible enough to leverage external data and metrics	Kindly share the details of external data and metrics	As above
19	e-connect solutions	Pre Qualification Criteria--Page 20	Consortiums/Sub-Contract	You are requested to please allow consortium / Sub contract.	Consortium are not allowed. Also sub-contracting of core task like Application is not allowed.
20	e-connect solutions	Pre Qualification Criteria--Page 20	The bidder in its name must have achieved a minimum average annual financial overall turnover of INR 75 crores per year for the last three years	You are requested to kindly amend this clause as " The bidder in its name must have achieved a minimum average annual financial overall turnover of INR 40 crores per year for the last three years	Not accepted.

21	e-connect solutions	Pre Qualification Criteria--Page 21	The bidder must have executed at least one software development project/System integrator project of value more than 10 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or autonomous body. They should also have experience for developing projects having portal, electronic form and workflow for a web based system	You are requested to kindly amend this clause as " The bidder must have executed at least one software development project/System integrator project of value more than 8 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or autonomous body. They should also have experience for developing projects having portal, electronic form and workflow for a web based system.	Accepted. Please read the clause as "The bidder must have executed at least one software development project/System integrator project of value more than 8 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or autonomous body. They should also have experience for developing projects having portal, electronic form and workflow for a web based system."
22	e-connect solutions	Technical Scoring Criteria--Page 32	Software development project having portal, electronic form and workflow for a web based system of value more than 5 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or Autonomous Body a. More than 5 projects = 25 marks b. 4 Projects = 20 marks c. 3 Projects = 15 Marks d. 2 Projects = 10; else 0	You are requested to kindly amend this clause as " Software development project of value more than 5 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or Autonomous Body a. More than 5 projects = 25 marks b. 4 Projects = 20 marks c. 3 Projects = 15 Marks d. 2 Projects = 10; else 0	Please refer corrigendum for modified Technical Scoring Criteria.
23	e-connect solutions	Technical Scoring Criteria--Page 32	Networking project involving at least 40 locations/ offices or more a. More than 5 projects = 15 marks b. 4 Projects = 12 marks c. 3 Projects = 9 Marks d. 2 Projects = 6; else 0	You are requested to kindly amend this clause as " Networking project involving at least 600 locations/ offices or more 1 project = 15 marks	Not accepted.
24	e-connect solutions	Generic	Digitization	Please clarify the scope of Digitization if any	As above
25	e-connect solutions	Generic	Training	Please clarify the scope of Training	As above
26	HPE	Tape Library, Page No. 117	Tape Library	Request you to mention number of LTO 7 drives required	Bidder to provide Tape drives as per requirement.

27	HPE	Tape Library, Page No. 117	Tape Library - Capacity - 10 TB and expandable up-to 30 TB by adding modules or cascading	Please change it to "Capacity - 10 TB and expandable up-to 30 TB"	Accepted. Please read the clause as "Capacity - 10 TB and expandable up-to 30 TB"
28	HPE	SAN Switch. Page No. 117	SAN Switch - Minimum 8 Active ports (each with minimum port speed 16 Gbps)	Request you to increase the port count from 8 to 24 per switch as 8 port will not suffice the requirement.	Not accepted. Bidders may provide the required hardware with no additional cost to department.
29	HPE	Page. No. 118	SAN Storage should be configured with at least 2 x 4 port SAS channels.	SAN Storage should be configured with at least 128 Gbps back end band width.	Accepted. Please read the clause as "SAN Storage should be configured with at least 128 Gbps back end band width"
30	HPE		There is no Backup software specification. Request you to include backup software specification.		Bidder to supply the suitable backup software as per the requirement given in RFP.
31	HPE	Page. No. 114	Blade Server having two Nos of latest eight core or higher 64bit X86 processor with SPEC rating SAS Controller with support for RAID 0 & 1, 2x300GB Hot Swap SAS HDD, 256GB DDRIV memory with ECC expandable up to 512GB, Embedded hypervisor hardware based virtual machine support, Dual FCOE 10Gbps ports, Dual Ethernet 1Gbps/10Gbps ports, Dedicated hardware management port for remote access, Certified for Windows 2012 & Linux,5 years onsite comprehensive warranty support.	Please remove "Embedded hypervisor hardware based virtual machine support".	Accepted. Please read the clause as " Blade Server having two Nos of latest eight core or higher 64bit X86 processor with SPEC rating SAS Controller with support for RAID 0 & 1, 2x300GB Hot Swap SAS HDD, 256GB DDRIV memory with ECC expandable up to 512GB, virtual machine support, Dual FCOE 10Gbps ports, Dual Ethernet 1Gbps/10Gbps ports, Dedicated hardware management port for remote access, Certified for Windows 2012 & Linux,5 years onsite comprehensive warranty support

32	HPE	Page. No 116	Ethernet Switch Modules - Two hot-plug, 24 port redundant 1Gbps Ethernet module which enable Connectivity to Ethernet via switch. The number of Ethernet ports should be sufficient to connect fully populated chassis being offered to network. Wire speed switching and IPv4/IPv6 routing on all ports. Should offer with SNMPv1, v2c and v3, OOBM, Console Port, RADIUS, LLDP, Dual flash images, syslog, NTP, 802.1x, FTP/SFTP, STP Root Guard, IP Source Guard, Dynamic ARP, SSHv2, URPF, L2 switching, 30K MAC address entries, 4K VLANs, 802.1ad, Jumbo frame(9K), GVRP, port aggregation, Layer 3 dynamic routing, OSPF, OSPFv3, ECMP, VRRP, QoS, UDLD/DLDP, 802.3ah, 802.1ag, sFlow, IPSec.	Please change it to - "Two hot-plug, 24 port redundant 1Gbps Ethernet module which enable Connectivity to Ethernet via switch."	Accepted. Please read the clause as "Two hot-plug, 24 port redundant 1Gbps Ethernet module which enable Connectivity to Ethernet via switch"
33	HPE	Page No. 116	SAN Connectivity - Two hot-plugs, 24 port redundant 8 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device. Should support Adaptive Networking, ISL Trunking, Zoning, EGM, Fabric Watch, extended fabric, SAO, SAN advisor, hot code load activation, SNMP, RADIUS, Web based tools. - Should support CISCO MDS 9134 multi-layer fabric switch	Please change it to - "Two hot-plugs, 24 port redundant 8 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device".	Accepted. Please read the clause as "Two hot-plugs, 24 port redundant 8 Gbps Fiber Channel for connectivity to the external Fiber channel Switch and ultimately to the storage device"

34	HPE	Page No. 72	Manageability Review & SLA Reporting System - EMS -	There is no technical specifications mentioned in the RFP in respect to EMS Software; Hence, we are suggesting some technical specifications which will cover all areas asked in the RFP.	Please refer corrigendum
35	HPE	24 Port Switch for field offices. Page No. 119-120	RAM: 512MB	Pls change as "RAM: 256MB or higher"	Accepted. Please read the clause as "RAM: 256MB or higher"
36	HPE	Router. Page No. 120-121	Routers should have at least 1 or more free slots for LAN or WAN modules after populating all interfaces. Router should have minimum 2 GB of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc.	Routers should have at least 1 or more free slots for LAN or WAN modules after populating all interfaces. Router should have minimum 1 GB of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc	Accepted. Please read the clause as "Routers should have at least 1 or more free slots for LAN or WAN modules after populating all interfaces. Router should have minimum 1 GB of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc."
37	HPE	Router. Page No. 120-121	Request for addition	Should have enhanced stateful firewall	Not accepted
38	HPE	Router. Page No. 120-121	Request for addition	Should support IPS	Not accepted
39	HPE	Internet Router - Data Center. Page No. 126-128	4 x SFP + 5 x 10/100/1000 Routed Ethernet Ports + 2 USB	4 x SFP + 5 x 10/100/1000 Routed Ethernet Ports + 1 USB	Accepted. Please read the clause as "4 x SFP + 5 x 10/100/1000 Routed Ethernet Ports + 1 USB"
40	HPE	Internet Router - Data Center. Page No. 126-128	Web UI	Pls remove this.	Accepted.
41	HPE	Internet Router - Data Center. Page No. 126-128	Request for addition	High availability: device virtualization	Accepted. Please read the clause as added.
42	HPE	PoE Switch/12 Port Managed Switch. Page No. 142-144	Should be able to automatically configure ports with security, QoS, and other parameters based on the type of device connected to the port with profiles like Wireless access point, PC, PC plus IP phone, Layer 3 unplug, and Layer 2 unplug.	Should support port based security and QoS	Accepted. Please read the clause as "Should support port based security and QoS"



43	HPE	PoE Switch/12 Port Managed Switch. Page No. 142-144	Should be able to eliminate the complexities involved in configuring class of service (CoS) across the network by offering templates with preconfigured CoS values based on typical application requirements for <u>key traffic classes</u>	Should support port based CoS	Accepted. Please read the clause as "Should support port based CoS"
44	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Basic Requirements	2. The Service Management solution namely Service desk (incident and problem mgmt), Change and Release, Asset, Service Request/Self Service, Knowledge and Service level management should be built on the same platform/code and leverage the same common, shared configuration database with a unified architecture. <u>The solution should be a Leader in the Magic Quadrant of Gartner IT Service Management.</u>	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as " The service management solution should comprise of service desk, incident , problem, change and other management modules of ITIL. The solution should have been recognized by any of the renowned agencies like gartner/ forrester / G2Crowd / Axelos / Pink Elephant etc."
45	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Server Performance Monitoring Requirements	3. The solution should monitor File System Mounts for presence / absence / functionality	We are unable to understand the statement mentioned in the point. Please elaborate the requirement in details.	File system level monitoring
46	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Server Performance Monitoring Requirements	4. The solution should generate alarms based on what is currently mounted compared with what is configured on a defined compliant system.	We are unable to understand the statement mentioned in the point. Please elaborate the requirement in details.	Should able to send alarm for all configured/monitored solutions

47	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Helpdesk Management	8. The proposed helpdesk solution must have an integrated CMDB for better configuration management & change management process. CMDB should have more than 50 CI families, 140 CI Classes and 70 CI Relationship Types out of the box. Both Service Desk & CMDB should have same login window	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "The proposed helpdesk solution must have an integrated CMDB for better configuration management & change management process"
48	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Helpdesk Management	10. Proposed helpdesk must be certified on all 15 ITIL v3 processes by certifying agencies like pink elephant\verify	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "Proposed helpdesk must be certified on ITIL v3 processes by certifying agencies"
49	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Network Monitoring Requirements	10. The proposed solution must use advanced root-cause analysis techniques Out of the box for comprehensive analysis of network faults. The system must deduces the root cause of the problem and in topology it should visually pinpoint single impacting device (in red colour), as well as other impacted devices (in grey colour).Solution should suppress symptomatic alarms for downstream devices in case parent device goes down.	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "The proposed solution must use advanced root-cause analysis techniques Out of the box for comprehensive analysis of network faults"
50	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Network Performance Monitoring & Traffic Analysis:	13 What-If Reports to perform capacity planning by observing the effect of changes in capacity & demand (for example, the report should indicate what the bandwidth utilization would be if the demand was double the historical value)	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "The proposed solution should provide reports that will help in capacity planning of the infrastrucutre"

51	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Network Performance Monitoring & Traffic Analysis:	12 Top N Reports to present a list of elements that exceed / fall below a particular threshold value. This would help network operators to identify elements that share specific performance characteristics (for example, to identify over utilized elements, you would run a Top-N report for all elements whose bandwidth utilization exceeds 90% or availability falls below 95%)	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "The proposed solution should provide reports on the specific performance characteristics of network elements"
52	HPE	11 Specification of components / xviii. Enterprise Management System (EMS) / Network Performance Monitoring & Traffic Analysis:	15 Capacity Planning Report which provides a view of under-and-over-utilized elements.	<u>This point is specific to a particular OEM.</u> Would request you to change the same and set a level playing ground for other OEMs.	Accepted. Please read the clause as "The proposed solution should provide forecasting/capacity planning reports on different elements"
53	Inspira	Router for field offices, Page no. 120	Routers should have at least 1 or more <b>free</b> slots for LAN or WAN modules <b>after populating all interfaces</b> . Router should have minimum 2 GB of of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc	As per architectural diagram 1 x V.35 port is sufficient for field offices because 4 x 1G ports already there for terminating ISP links, so requesting to amend the clause as below - "Routers should have at least 1 or more slots for LAN or WAN modules. Router should have minimum 2 GB of of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc"	As above

54	Inspira	Router for field offices, Page no. 120	Router should have minimum, 4 x 10/100/1000 RJ-45 Routed ports electrical ports, 2 x V.35 Serial Port with cables. Router should have support for T1/E1, xDSL, 3G, 4G LTE, <b>ISDN Bri</b> , Serial V.35	"10/100 Mbps" switch port are obsolete now a days and replaced by 10/100/1000 ports where as "ISDN Bri" is also an obsolete technology and replaced by highspeed technologies and the same restricting few OEM's to participate, So requesting to amend the clause as below - "Router should have minimum, 4 x 10/100/ <b>1000</b> RJ-45 Routed ports electrical ports, 2 x V.35 Serial Port with cables. Router should have support for T1/E1, xDSL, 3G, 4G LTE, Serial V.35"	Accepted. Please read the clause as "Router should have minimum, 4 x 10/100/1000 RJ-45 Routed ports electrical ports, 2 x V.35 Serial Port with cables. Router should have support for T1/E1, xDSL, 3G, 4G LTE, Serial V.35"
55	Inspira	Router for field offices, Page no. 120	The router should have a minimum performance of 500 Kpps or more	"500 Kpps or more" performance is favouring few OEM's and restricting us to participate, So kindly amend the clause as below which more generic in nature and every one can participate - "The router should have a minimum performance of <b>120 Kpps</b> or more"	Accepted. Please read the clause as "The router should have a minimum performance of 300 Kpps or more"
56	Inspira	Internet Router-Data Centre, Page no. 126	Flash : 256MB or higher (without any performance impact)	Compared to DRAM, the Flash is on the lower side which may hamper the performance of the Router, so requesting to amend the clause as below - "Flash : <b>2GB or higher (without any performance impact)</b> "	Accepted. Please read the clause as "Flash : 1GB or higher (without any performance impact)"
57	Inspira	Internet Router-Data Centre, Page no. 126	The system should modular Routing and service card	Modularity is applicable only for high end core routers and is not applicable for Internet Router in IEMS network., So kindly amend the clause as below which more generic in nature - " <b>Product should be modular in design in terms of hardware and software</b> "	Accepted. Please read the clause as "Product should be modular in design in terms of hardware and software"

58	Inspira	xviii. Enterprise Management System (EMS) Helpdesk Management Pt No. 9	The proposed helpdesk solution must have an integrated CMDB for better configuration management & change management process. CMDB should have more than 50 CI families, 140 CI Classes and 70 CI Relationship Types out of the box. Both Service Desk & CMDB should have same login window	For making the specification more generic and to involve more participation for the bid. Request you to kindly change the same to <b>"The proposed helpdesk solution must have an integrated CMDB for better configuration management &amp; change management process."</b>	As above
59	Inspira	xviii. Enterprise Management System (EMS) Helpdesk Management Pt No. 12	Proposed helpdesk must be certified on all 15 ITIL v3 processes by certifying agencies like pink elephant\verify	As per the requirements following minimum processes needs to be certified:Availability Management, Change Management, Event Management, Incident Management, Knowledge Management, Problem Management, Release & Deployment Management, Request Fulfillment, Service Asset & Configuration Management, Service Catalog Management, Service Level Management. <b>Request you kindly modify the criteria for 15 processes and relax the same to 11</b>	As above

60	KEONICS	<p>6.3 – Selection process, Page 23&amp;24: Point b) and point c) Vs 6.5- Commercial bid evaluation, point c) Page 26:</p>	<p>6.3 b) The proposal with the lowest fee (Fm) shall be awarded a financial score of 100 points. The financial scores (Sf) of other technically qualified bidders shall be computed as follows:  <math>Sf = 100 \times Fm / F</math> (rounded off to 2 decimal places)  where F= amount of financial bid  6.3 c) The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (St) and 30% weightage to Financial Score (Sf) using the formula given below:  <math>S = St \times 0.7 + Sf \times 0.3</math> (rounded off to 2 decimal places)</p> <p>Bidder with the highest final composite score will be called for negotiating the contract. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for negotiations and selection first.</p> <p style="text-align: center;">Vs</p> <p>6.5 c) The TSSP Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall</p>	<p>Please consider one mode of selection.....</p> <p>In Section of selection process at page 23&amp; 24, the RFP indicates QCBS model, where 70% weightage to technical marking and 30% weightage to financial marking have been considered for final selection.</p> <p>Where as in commercial bid evaluation at page 27, the RFP indicates lowest financial bid mode of final selection.</p> <p>Also in case of QCBS, technical weightage formula to be considered as.. <math>St = 100 \times F / Ft</math> (rounded off to 2 decimal places)  where F= technical score of a bidder, and where also,  Ft= highest technical score among all bidders</p>	<p>That is a typographical mistake. Point c of section 6.5 is deleted. The selection shall be as QCBS (70:30) defined in the RFP.</p>
----	---------	--	---	--	---

61	KEONICS	6.4: Technical score criteria: page 24 & 25	A. Resources: 40 B. Project Experience: 40 C. Approach and Methodology: 20	A. Resources: 20 B. Project Experience: 30 C. Approach and Methodology: 20 <b>D. Solution Proposed: 30</b> The project is a turnkey and greenfield project, where definitely resources will play an important role, but it is not advisable to ignore solution proposed. This is as if, the solution proposed will give a clear picture in terms of synergy with Indicative project plan (refer page 57 & 58) or the new proposed plan as per the submitted bid. The solution proposed will define the capability of the bidder in terms of experience in BPR and SRS, architecture design, data Centre configuration testing, and operation and maintenance.	As above
62	KEONICS	5.4.3 - Earnest Money Deposit (EMD): Page 12: point a)	a) Bidders shall submit, along with their Bids, EMD of INR 50 Lakhs only in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure I: Form 3) issued by any Scheduled bank in favour of Bihar State Beverages Corporation Limited, payable at Patna, and should be valid for 180 days from the due date of the tender / REP	The bidder as Government agency/ PSU is exempted depositing EMD Fee	Accepted. EMD to be waived off for PSU/ Govt. entities
63	KEONICS	11 - Bill of Material: Page 113 & 2. FINANCIAL BID RESPONSE: Page 214 & 215	<ul style="list-style-type: none"> <li>• Items in column 2 of table-2a. Summary of Cost Components</li> <li>• Category of manpower of table- 2b. Summary of Man-month rates</li> <li>• Category and component of table 3- Details of Cost Component</li> </ul>	Details needed both in RFP and financial excel sheet of e-procurement.  This will help to do the costing in details	Bidder to quote as per Bill of material given in RFP.

64	TCS	Prequalification criteria,Pg.20	Certificate from Statutory Auditor confirming the same	Kindly accept certificate from chartered accountant as majority of the times statutory auditors decline to extract details from annual reports saying that it does not come under their work limit and also statutory auditor's certificate incurs cost.	Accepted.
65	TCS	Prequalification criteria,Pg.21	The bidder must have been assessed and certified for CMMi 3	Considering the nature and complexity of the project and for better quality of work,kindly modify as the bidder must have been assessed and certified for CMMi 5.	Not accepted
66	TCS	Prequalification criteria,Pg.21	PSU companies willing to bid for the project are exempt from the pre-qualification criteria of CMMi level 3 and turnover of Rs. 75 crore on an average.	Kindly remove this clause and make Quality certificate as mandatory so that there is no compromise on quality.	Not accepted
67	TCS	General	General	We will be providing sample CV's only as part of bid response document preparation.The resources will be finalised during contract signing as billable resources cannot be pulled from allocated projects at an early stage.	Accepted
68	TCS	Core team resources,pg.24	Network Administrator Minimum of 3 years of consultancy experience on IT transformation	Kindly relax this clause as experience in networking domain for atleast 3 years	Accepted. Please read the clause as "Network Administrator Minimum 3 Years of experience in networking domain"
69	TCS	Solution architect,Pg.30	Experience of working with state/ central excise department	For solution architect,request to modify this as experience of working with state/ central excise or tax projects	As per RFP



70	TCS	Commercial Bid Evaluation,pg.33	The TSSP Bidder,who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment.	Kindly modify the award criteria from L1 to QCBS(80:20)	The award criteria is QCBS (70:30)
71	TCS	Project Experience,Pg.31	Networking project involving at least 40 locations/ offices or more.Marks will be awarded as per relevance of the project. For example if an IT project was done for excise/ taxation/VAT etc. it shall be considered 100% relevant.	Please consider networking projects undertaken in other similar domains like banking also to be relevant for scoring full marks.	Can be considered subject to relevance.
72	TCS	Prequalification criteria,Pg.20	Technical evaluation criteria	Kindly modify the scoring pattern and assign marks for years of company experience,positive networth,annual turnover,quality certification etc.rather than giving too much importance only to projects and resources.	As above
73	TCS	Form 4A: Compliance Sheet for Pre-Qualification Proposal,Pg.104	The Net Worth of the responding firm must be positive as per the last audited Balance Sheet.	Kindly modify this as the networth should be atleast Rs.300 crores so that Tier 1 companies can participate	Not accepted
74	TCS	Pre-Qualification Criteria,Pg.20	The bidder in its name must have achieved a minimum average annual financial overall turnover of INR 75crores per year for the last three years	Kindly modify this as the annual turnover should be atleast Rs.500 crores so that Tier 1 companies can participate	Not accepted

75	TCS	Selection Process- Pg 29 and Pg 33	The Final Composite Score (S) shall be computed for each firm by assigning 70% weightage to the Technical Score (St) and 30% weightage to Financial Score (Sf) using the formula given below: $S = St \times 0.7 + Sf \times 0.3$ (rounded off to 2 decimal places) and 3. The TSSP Bidder, who has submitted the lowest Commercial bid, shall be selected as the L1 and shall be called for further process leading to the award of the assignment	In Pg 29, it is mentioned that the Selection Criteria is QCBS. But in Pg 33 it is mentioned as L1. Request to please confirm the Selection method	As above
76	TCS	Conflict of Interest, Pg 36	Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Department of Excise and Prohibition, Government of Bihar shall forfeit and appropriate the EMD	it is recommended that in case of 'Conflict of Interest', EMD should not be forfeited. The Department can disqualify the bid in case of any conflict of interest	Not accepted
77	TCS	2. SMS Gateway, Pg 52	2. SMS Gateway	Kindly confirm only SMS integration is the scope of SI	Total SMS integration part is in scope of the Bidder.
78	TCS	2. SMS Gateway, Pg 52	2. SMS Gateway	We assume that the department will pay the SMS charges. <u>Please confirm.</u>	Yes the department will pay the SMS charges if any.
79	TCS	3. Indicative Project Plan and payment schedule, Pg 73	Mobilization Advance to TSSP- 5% of project value against BG of equal amount	Please remove the BG requirement for Mobilization advance payment	Not accepted.

80	TCS	3. Indicative Project Plan and payment schedule, Pg 73	Payment Schedule	<p>Please keep the payment terms as below:</p> <ul style="list-style-type: none"> <li>- 100% payment for Hardware and Software on delivery and Installation.</li> <li>- 100% payment for Implementation Services till Go-live</li> <li>- 100% payment of training cost upon completion of training</li> <li>- 100% payment for Data Digitization and Migration upon completion of migration</li> <li>- 100% payment for Site preparation upon completion of sites</li> <li>- Payment for Infra O&amp;M as equated quarterly installment in Advance</li> <li>- Payment for Services O&amp;M as equated monthly installment in Arrears.</li> </ul>	As above
81	TCS	3. Indicative Project Plan and payment schedule, Pg 73	Payment Schedule	<p>Payment for implementation Services shall be separated and shall be made as below:</p> <p>10% on SRS Submission, 10% on SRS Acceptance, 10% on Design Document Submission, 10% on Design Document Approval, 50% on Testing-Pilot-UAT, 10% on Go Live.</p>	As above.
82	TCS	3. Indicative Project Plan and payment schedule, Pg 73	Payment Schedule	<p>Payment Term for CapEx expenditure shall be separated and shall be made as below:</p> <p>80% of CapEX payment, rest 20% on Installation, Testing &amp; Acceptance</p>	As above.

83	TCS	Performance Guarantee, Pg 34	Performance Guarantee	<p>a. At the beginning of the Project PBG for the Implementation period should be required only.</p> <p>b. At the beginning of the each yearly O&amp;M period, PBG corresponding for that O&amp;M year Project Value should be required.</p> <p>c. The PBG of each of the previous stages should be refunded before submission of next stage PBG.</p>	Not accepted.
84	TCS	1. Other Payment Terms, Pg 87	All the payments to the TSSP will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices along with relevant Sign Off from the Department of Excise and Prohibition.	The invoices raised by the bidder should be paid within 30 days of receipt of invoices, failing which interest @ 1.5% per month shall be charged	Not accepted.
85	TCS	Section 25.3, Pg 234	The liability of <<'Total Solution and Service Provider (TSSP)''>>(whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the amount specified in the contract.	It is recommended that the liability of the bidder should not exceed 10% of contract value under this clause.	As above
86	TCS	Pg 277, Penalties	7. Monitoring of overall timelines, SLAs and calculation of penalties accordingly	The Penalty should be capped and should not exceed 5% of Total Contract Value	As above

87	TCS	4.6.2 Transfer of Assets, Pg 92	1. BSBCL shall be entitled to serve notice in writing on the TSSP at any time during the exit management period as detailed hereinabove requiring the TSSP and/or its sub-contractors to provide the BSBCL with a complete and up to date list of the Assets within 30 days of such notice. BSBCL shall then be entitled to serve notice in writing on the TSSP at any time prior to the date that is 30 days prior to the end of the exit management period requiring the TSSP to sell the Assets,	The ownership of all H/W, S/W and equipments shall be transferred to customer upon delivery	Shall be discussed at the time of agreement.
88	TCS	4.6.2 Transfer of Assets, Pg 92	1. BSBCL shall be entitled to serve notice in writing on the TSSP at any time during the exit management period as detailed hereinabove requiring the TSSP and/or its sub-contractors to provide the BSBCL with a complete and up to date list of the Assets within 30 days of such notice. BSBCL shall then be entitled to serve notice in writing on the TSSP at any time prior to the date that is 30 days prior to the end of the exit management period requiring the TSSP to sell the Assets,	TSSP will not sell any assets	As above
89	TCS	Pg 49	2. Authentication of applications and attached documents to be performed using Digital Signatures	Kindly confirm that required digital signature will be procured by department	Yes, the Department will procure the required Digital Signatures.
90	TCS	Pg 50	3. Class II digital signature through USB Token for approvals and confidential data 4. Multifactor authentication	Kindly confirm the devices like RSA will be procured by department	Yes, the Department will procure the required RSA Token.

91	TCS	10. Call Centre & Grievance Module, Pg 63	Help desk	Kindly let us know what would be help desk coverage time	9 AM to 7 PM, from Monday to Saturday
92	TCS	10. Call Centre & Grievance Module, Pg 63	Help desk	Kindly clarify , will department provide space , computers, telephone lines , power with VOIP and IVRS	Department will provide the Space, Power, Telephone lines. However, other infrastructure for setting of the Helpdesk to be provided by the bidder including the Manpower cost of the Helpdesk.
93	TCS	10. Call Centre & Grievance Module, Pg 63	Help desk	Kindly clarify , will department bear the cost of SMS . What will be volume of SMS expected.	Yes, Department will bear the SMS cost.
94	Terasoft	Technical Scoring Criteria-- Page 32	Software development project having portal, electronic form and workflow for a web based system of value more than 5 crores in the last five financial years for Central / State Govt./ or Central/ State PSU or Autonomous Body a. More than 5 projects = 25 marks b. 4 Projects = 20 marks c. 3 Projects = 15 Marks d. 2 Projects = 10; else 0 Marks will be awarded as per relevance of the project. For example if an IT project was done for excise/ taxation/VAT etc. it shall be considered 100% relevant	We have executed many eGovernance projects involving software development for various Govt. sectors such as Sales tax department (web based with electronic form), utility billing projects & public distribution system project (web based but without electronic forms). We request you to kindly accept all the software development projects against this criterion.	As above

95	Terasoft	Technical Scoring Criteria-- Page 32	Networking project involving at least 40 locations/ offices or more a. More than 5 projects = 15 marks b. 4 Projects = 12 marks c. 3 Projects = 9 Marks d. 2 Projects = 6; else 0 Marks will be awarded as per relevance of the project. For example if an IT project was done for excise/ taxation/VAT etc. it shall be considered 100% relevant.	Networking project --- does this mean WAN projects only? We request the dept. to relax this criterion and allot full 15 marks to 3 projects execution (each project = 5 marks)	As above
96		General	STQC \ GOVERNMENT EMPANELLED AGENCY	Please clarify the STQC certification cost will be borne by the Department or Bidder	STQC \ GOVERNMENT EMPANELLED AGENCY Certification cost to be borne by Bidder.