



# TOBACCO BOARD



## Clarifications to Bidder's queries and Amendments Selection of Service Provider for Implementation of e-Auction System at Tobacco Board

Document Reference No.: 12(15)E-Auction/comp/2017-18



Conducted by

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## 1. Clarifications to the Bidder's Queries:

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
1	Vol – I, Section – 5.1.2	Transition of e-Auction System	Kindly specify the handholding duration between existing service provider and new SP	Please refer RFP volume I, point 11 - Project Timelines and Implementation Framework
2	Vol – I, Section – 5.1.2 (ii)	Data Migration: creation of master data, migration of the existing data, migration of data for the last One year	Data would be provided by existing service provider or board?	Both Service Provider and Tobacco Board.
3	Vol – I, Section – 5.1.2 (iv)	Providing training to Tobacco Board personnel and Handholding Support for the end users for a period of one Year	Training on the enhanced version of the application or the existing one ?	The application deployed by the Service Provider.
			Kindly specify the number of board personnel and for end users please elaborate	The number of personnel for end user training for the back office will be ~400
4	Vol – I, Section – 6 (i)	Perform a smooth transfer of Services from current operator so as to continue to meet business requirements of the Board without any disruption to Board's services.	We understand that all the necessary documentation on the existing application would be provided by the Board or existing service provider, please confirm	Please refer RFP volume I, point 7 - Exit Management Responsibilities of the Current Operator
5	Vol – I, Section – 6 (iii)	Migration of the Application Suite from the existing infrastructure to the dedicated Board's infrastructure on the cloud.	We understand that cloud storage would be facilitated by the board, please confirm	Please refer RFP volume I, point 10.7 and 10.9.2
6	Vol – I, Section – 10	Compliance to relevant	Please specify the expected international	Refer to Amendment

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		international standards and integration with the external systems	standards. Please specify the technical details of external systems that require integration	Back office application
7	Vol – I, Section – 10.12.1 (c.i)	Resources for manning the helpdesk	We understand that resources for helpdesk has to be provided by the service provider, please indicate the number of resources required for helpdesk	Please refer RFP volume I, point 10.12.1 (iii).
8	Vol – I, Section – 10.9.1 (iii)	“Provide adequate bandwidth between Primary DC and DRC for data replication purpose.”	Will the connectivity between DC & DRC also be provided by the Board.	It is the responsibility of the Service Provider
9	Vol – I, Section – 10.9.1 (iv)	“Increase the bandwidth during the contract period so as to meet the user load and adhere to the SLA defined in this RFP, without any additional cost to the Board.”	Will the cost of increase in bandwidth also be borne by the Board.	Refer to Amendment
10	Vol – I, Section – 10.9.2 (iii)	“it is expected that the Service Provider, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, storage, and bandwidth requirements to support the scalability and performance requirements of	What is the expected growth and seasonal variation in user load?	Please refer RFP volume I, Annexure 3.2 - Service wise Annual Transactions

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		the solution and meet the SLAs.“		
11	Vol – I, Section – 10.12 (ii)	“It is further clarified that with respect to the validity for a period of at least one year at the time of expiry of the contract, the Service Provider is only required to ensure that such a support is available but are not required to cost for the same in their commercials.”	Please elaborate on this point. If the SP is to ensure the availability of the support the it entails that they would have to factor this in their commercials?	For ATS for 3rd party software that extends beyond the expiry of the contract, the Bidder may inform the Board regarding the same so that Board may make necessary arrangement from their end
12	Vol – I, Section – 10.12 (vii)	“Further, in addition to the enhancements specified in the RFP, the Service Provider is also responsible for implementing the additional modifications /enhancements suggested and approved by the Board during the duration of the contract to meet the evolving business requirements of the Board.”	is the cost for these enhancements to be included in the commercials or is this to be quoted separately. In case of the latter the approximate size of changes for the entire duration of the project needs to be arrived at.	To be included in the price bid

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
13	Vol – II, Section – 6.2 (3)	“Original Power of Attorney document or the Board resolution authorizing the Bid Manager to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP.”	In partnership firms like KPMG there is no board resolution authoring a signatory. Will a letter in the company's letterhead suffice?	PoA, on non-Judicial Stamp paper of minimum Rs. 100 signed by not less than Partner level
14	Vol – II, Section – 7.7 (5)	“Location of the delivery centre in or around Guntur, Andhra Pradesh.”	Please clarify whether the delivery centre can be Hyderabad or Bangalore?	Please refer RFP volume I, clause 5.2 (i). Bidder may do the needful accordingly
15	Vol – II, Section – 7.8.4 (c) (x)	“All costs incurred due to delay of any sort, shall be borne by the Bidder.” – Request to change this clause to read – “	Please modify this statement to - All costs incurred due to delay of any sort caused due any fault of the bidder, shall be borne by the Bidder.	No change to the RFP clause
16	Vol – II, Section – 8.4 (2) (a)	“The bidder quoted Rs. X per Kg in their price bid and average quantity of tobacco marketed per annum during last five years is say “Y” then the contract value is X multiplied by Y and the resultant is multiplied with 6.”	What is the average quantity of tobacco marketed per annum?	Please refer RFP volume I, Annexure 3.2 - Service wise Annual Transactions
17	Vol – I, Section – 1, Goals of the RFP	Period of 6 seasons	Please specify in terms of months, each Season = 3 months?	Varies depending on the production of the tobacco in the specific region

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
18	4. 2 (7) Vol - I	IT Application Suite .....all the buyers and starters are provided with electronic device called Hand Held Terminals (HHT).	Please indicate number of devices required. Configuration and other technical details. Can the bidder offer Android mobile devices / Tablets instead?	Please refer Attachment A to Annexure 5.2. Further, bidder to make his own assessment of the requirement and deploy the relevant solution
19	4. 3 (8) Vol - I	Need for Service Provider Service Provider who would be responsible for providing end-to-end services e-Auction System for a period of 6 seasons in Andhra Pradesh and Karnataka	Please confirm whether 6 seasons means 6 years	Approximately 6 years. But varies depending on the production of the tobacco in the specific region
20	10 .10.1 (33) Vol - I	Application Training Requirements Service Provider shall provide classroom / instructor-led training to end-users on the enhancements / modifications to entire application suite.	1. We understand that training will be provided at central location at Guntur. Please confirm our understanding 2. We understand that this will be a onetime activity (except for enhancements/ modifications). Please confirm. 3. Please elaborate on number of end-users to be trained. Batch Size, number of sessions, frequency etc.	Please refer RFP volume I, section 10.10 - Training requirements
21	5. 2 (10) Vol - I	Project Office, Key Personnel and Governance Structure	Manpower required during O&M phase is not clearly mentioned. Nor it is detailed in Annexure 6.1: Operations & Maintenance Services. Request please elaborate on the requirements	It is the responsibility of the bidder to deploy sufficient resources to comply to the stipulated SLA criteria.

Sl. No.	Bidding Document Reference(s) (section number/. Vol - II)	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
22	7.7 Pre-Qualification bid Vol - II	5. Part VI – Self- declaration that the delivery centre is located in or around Guntur	Since this is not a part of the PQRs, nor a part of the technical evaluation, please advise on its relevance/ requirement. Request to delete it as this may lead to subjectivity of evaluation and potentially give advantage to bidder who has a setup at Guntur	No change to the RFP clause
23	7.8.2 Technical Evaluation Scoring Matrix 1, A (35) Vol - II	Previous IT Project Experience in e-Auction by Service Provider or its Parent organization	This evaluation criteria is too skewed in favour some potential service providers. Few e-auction providers in India would be able to provide such experience in India. Our suggestion – a) Change criteria to (value of project) - > 3 Cr is <Max> Marks for 1 citation. < 3 Cr is 2 marks for 2 citations b) Include e-Tendering experience in scoring matrix Completed, continuing (O&M services) should be considered as complete c) Remove experience of "Transition Services" as this scope is never clearly defined in e-auction and etendering or even in most e-governance projects in India.	Please refer to Amendment



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			It will not be possible to get customer citation mentioning as much	
24	7.8.2 Technical Evaluation Scoring Matrix 1, A (35) Vol - II	General	The Evaluation Scoring Matrix relies too heavily on subjective evaluation. 50 Marks are assigned to - 2. Proposed Solution and 3 Proposed Operations and Maintenance Services Methodology and Tools. This leaves room for subjectivity and may give undue advantage to specific bidder/s	No change to the RFP clause
25	7.8.2 Technical Evaluation Scoring Matrix 1, A (35) Vol - II	General	Unlike other tenders, there is no weightage given to Bidder Profile like - a) Turnover b) Years in operation c) CMMi certification d) Bidder experience in e-Governance e) Number of employees/ technical resources Since few projects similar to Tobacco Board e-Auction have been executed in the country, it discourages competitive participation - against the spirit of public procurement guidelines. We recommend that the entire evaluation Matrix should be	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			reframed with inputs from industry to ensure competitive participation. In the current scenario, it is likely that few bidders will cross the minimum threshold of 70 marks	
26	7.8.4 Price Bid (42-43) Vol - II	c) ix. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery, installation charges and any other charges as applicable	Request kindly elaborate	Clause is self-explanatory
27	7.8.4 Price Bid (42-43) Vol - II	e. The person-month costs taken in the Price bid is only for commercial evaluation	We do not see any space for quoting person months in 10.5.2 Pricing Summary	Refer to Amendment
28	General	Consortium agreement format is not provided. Hence we understand that the bidder can propose a consortium agreement as per our standard legal approvals	Please confirm our understanding	Yes
29	10.3.9 (66) Self declaration on the Blacklisting Vol - II	Declaration of blacklisting	Currently does not include consortium partner explicitly. Our suggestion - please include consortium partner under it's purview	Refer the Amendments

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
30		<p>Previous IT Project Experience in e-Auction by Service Provider or its Parent organization. (A Company registered in India having requisite experience may also participate, however, for considering the experience of the e-Auction, it should provide an undertaking from their Parent Company confirming thereby:</p> <ul style="list-style-type: none"> <li>• Perpetual and unconditional access to expertise, personnel and facilities of the Parent Company to the Indian Company;</li> <li>• sharing of risks and profits of the Indian Company by the Parent Company; and</li> <li>• That the Parent Company has sufficient representation in the management of Indian Company to control the activities of the subsidiary. In such case, only the experience and the details of the Parent Company will</li> </ul>	<p>a) Since e-Auction is central to the project, e-auction and similar experience should be given more weightage than the current max score.</p> <p>b) In the current matrix, not many companies with the right credentials will get respectable score; hence procurement experience is also suggested to be included.</p> <p>c) Since the current evaluation matrix does not have any mention of Govt/ PSU experience, we suggest that it should be mandatory</p>	No change to the RFP clause
Tobacco Board @ 2018		<p>be considered, otherwise the details/experience of Indian Company only will be considered. ) Please provide citations as per</p>		Page 11 of 76

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
31	Volume I - 10.9. Requirement of VPN (Page No. 27)	In case VPN is required for the development access, redundant VPN links shall be provided by the Service Provider along with the necessary software and hardware at the Data Centre.	Kindly confirm the type of VPN connectivity desired in the project - SSL VPN or IPSec VPN. Also provide the number of such VPN connections required for the project.	Bidder to make his own assessment of the requirement and deploy the relevant solution
32	Volume I - 10.9.2. Data Centre (DC) and Disaster Recovery Centre (DRC) requirements (Page No. 28)	i. The Service Provider is completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary software licenses and infrastructure required to deploy the Solution on the Cloud offering at the Primary Data Centre and the Disaster Recovery Centre (DRC). The Service Provider will ensure that support and maintenance, performance and up-time levels are compliant with SLAs. a. The Virtual Private Cloud (empanelled by MeitY, GoI and Audit compliant Cloud Service Provider) deployment	i. The Service Provider is completely responsible for the sourcing, installation, commissioning, testing and certification of the necessary software licenses and infrastructure required to deploy the Solution on the Cloud offering at the Primary Data Centre and the Disaster Recovery Centre (DRC). The Service Provider will ensure that support and maintenance, performance and up-time levels are compliant with SLAs. a. The Virtual Private Cloud or <b>Government Community Cloud</b> (empanelled by MeitY, GoI and Audit compliant Cloud Service Provider) deployment model shall be leveraged b. The cloud service offering shall meet the relevant requirement of Virtual Private Cloud or <b>the Government Community Cloud</b> as defined under the	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		<p>model shall be leveraged                      b. The cloud service offering shall meet the relevant requirement of Virtual Private Cloud as defined under the Empanelment Requirements of MeitY, Gol</p>	<p>Empanelment Requirements of MeitY, Gol</p>	
33	<p>Volume I - 10.11. Audit Requirements 10.11.1. Third Party Audit Requirements Page No. 34</p>	<p>During the project, it is expected that several audits will be carried out to not only ensure the conformance of the solution provided by the Service Provider to the scope of work as detailed in this RFP but also to ensure that the solution is implemented in the best of ways to meet the requirements of the Board. The audits will be carried out by either Project Management Unit or a third party agency (e.g. STQC, STQC empanelled auditor) engaged by the Board. Service</p>	<p>As the Cloud Service Provider for the given project has to be MeITy empanelled and STQC audited for providing cloud services kindly confirm whether the clause for audit applies to an already certified Cloud Service Provider. If so kindly confirm the frequency of such audits.</p>	<p>The proposed audit requirements are for the proposed application solution. The frequency of audit may be once in an year or on the advice of any government body.</p>

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		Provider shall provide support to such audits and comply with the suggestions as may be given by such a third party auditor.		
34	Volume I - 10.11.2. ISO 27001 Audit (Page No. 36)	Board envisages implementing a certifiable Information Security Management System (ISMS) as per ISO 27001 Standards. The Service Provider shall be responsible for implementing the security controls for the Project and ensure that the certification is obtained. Board shall appoint a certification body for the certification and inform the service provider well in advance about the dates of certification.	As the Meity empaneled cloud service provider already has to ISO 27001 certified (a prerequisite to be Meity Empaneled and the same has been authenticated by STQC) kindly confirm whether this clause applies to a CSP.	The Proposed audit requirements are for the e-Auction application suite.
35	Volume II - 10.4.15 Technical Bill of Materials for DC and DRC Infrastructure (Page No. 85)	Make and Model	As the cloud infrastructure is a heterogeneous environment providing the exact make and model for the infrastructure is not possible. Kindly remove the given column from the Technical Bill of Materials for DC and DRC	If available kindly provide the information. Otherwise fill it as Not Applicable.

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			Infrastructure	
36	Volume II - 10.4.15 Technical Bill of Materials for DC and DRC Infrastructure (Page No. 85)	Processor and Number of Cores Offered (if applicable)	As the cloud infrastructure is a heterogenous environment providing the exact processor for the infrastructure is not possible. Kindly modify the column heading as " <b>Number of Cores Offered (if applicable)</b> " in the Technical Bill of Materials for DC and DRC Infrastructure	If available kindly provide the information. Otherwise fill it as Not Applicable.
37	Volume II - 10.4.15 Technical Bill of Materials for DC and DRC Infrastructure (Page No. 85)	Data Sheets Provided in the Proposal(Yes/No)	As the cloud infrastructure is a heterogenous environment providing the exact details (data sheets) for the infrastructure is not possible. Kindly remove the column heading from the Technical Bill of Materials for DC and DRC Infrastructure	If available kindly provide the information. Otherwise fill it as Not Applicable.
38	7.6 Pre-Qualification Evaluation Criteria (S.No 1)	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 250 Crore during the last 3 financial years (2014-15, 2015-16, 2016-17) as evidenced by the relevant financial statements and audited accounts of the company.	We request to reduce the annual turnover to Rs.100 crore average in the last 3 financial years. The 250 Crore is an abnormal turnover for an e-Procurement Service Provider. Request to revise the same	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/. )	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
39	General	NA	a. How Many e-Auction Conducting Per Day and how many Lots per auction available. b. How Many users will connect Per Day to e-Auction Portal at the time of bidding.	Please refer RFP volume I, Annexure 3.2 - Service wise Annual Transactions
40	General	Period of 6 seasons in Andhra Pradesh and Karnataka beyond the contract period	How Many season are there in a year?	It is approximately one season per year in each state. But varies depending on the production of the tobacco in the specific region
41	Vol II page Section 7.6 Point no 1	In case of a Consortium, only the partner who is responsible for the implementation and operations activity of the proposed E-Auction system shall act as the Prime Bidder as evidenced by the agreement signed by the consortium partners	We are one of the leading players in e-Governance with more than 20years of experience in this field. We request to relax this condition as SI may be able to use OEM solution and partner with an experienced company for this project.	No change to the RFP clause
42	Vol II page Section 7.6 Point no3	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 250 Crore during the last 3 financial years (2014-15, 2015-16, 2016-17) as evidenced by the relevant financial statements and audited accounts of the	We request you to keep the turnover criteria as Minimum turnover of Rs. 75 Cr during the last 3 financial years. This will allow more competition and at the same time ensure that bidders with decent financial capabilities are able to bid.	No change to the RFP clause



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		company		
43	Vol II Page 90 Section 10.5.2	Providing Back Office Application at Tobacco Board on BOOT Model for 6 seasons in Andhra Pradesh and Karnataka	We understand that the e-Auction part of RFP is on BOO model. However we suggest that the back-office application may not be kept on BOO model. There should be CAPEX and OPEX asked for in commercial format and payments should be released based on completion of milestones.	No change to the RFP clause
44	General	N/A	Who will bear the cost of cloud hosting and the software licenses required for hosting the application in cloud?	Please refer RFP volume I, point 10.7 and 10.9.2
45	Attachment A to Annexure 5.2 - Hardware Asset	Asset Details	Why different locations have different infrastructure arrangements like server, firewalls etc.	The infrastructure is as per the requirements at each APF
46	General	N/A	Data between auction platform servers and cloud server needs to be shared at what frequency?	Please refer RFP volume I, point 9.1, iii
47	RFP Vol. I 9.2. Ease of Use / Usability / Usage	Current HHT is slightly heavier. The possibility of light weight HHT shall be evaluated and adopted	a) Is there any limit on device weight? b) Form factor of hhts? – touch and key(physical) or only touch is acceptable?	Please refer RFP volume I, point 9.2, i. Further, bidder to make his own assessment of the requirement and deploy the relevant solution
48	Attachment A to Annexure 5.2 - Hardware Asset	Asset Details – HHT Buyer + Auction	How many HHT devices would be required? The hardware list currently shows 433 +	Bidder to make his own assessment of the requirement and deploy the relevant solution

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			560 = 993 devices.	
49	RFP VOL.I 10.9.2 XII	The Service Provider should configure, schedule and manage backups of all the data including but not limited to files, images and databases as per the policy defined by Board.	What is the data backup plan at auction platforms as per the Board policy?	Please refer RFP volume I, point 10.9.2, xii & xiii
50	RFP VOL I 10.7	MeghRaj policy of DeitY states that "Government departments at the Centre and States to first evaluate the option of using the GI Cloud for implementation of all new projects funded by the government. Existing applications, services and projects will be evaluated to assess whether they should migrate to the GI Cloud."	What do you mean by Government Community Cloud and is the use of NIC cloud server mandatory for this application?	Please RFP volume I, point 10.9.2 for Cloud requirement
51	RFP VOL I 15	Provide power requirements, general facility and infrastructure support, environmental support systems, fire safety appliances and control measures in all	Availability of AC, power supply at auction platforms' server room	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		locations		
52	General	N/A	What is the present internet connectivity at auction platforms? Is it broadband or data card?	Please refer RFP Annexure 5.3
53	General	N/A	Applicability of https in application	It is mandatory for all payment related transactions
54	General	N/A	Can we use any payment gateway for this application?	Please refer RFP Annexure 7.1
55	RFP VOL I 9.1 i)	However, there may be possibility of conducting reverse auction. The system should be developed in such a way that the auction superintendent can configure the type of auction at the beginning of the auction.	What is the scope of reverse auction in the bidding process?	Provision shall be made available
56	RFP VOL I 10.2 ii)	Aadhar Seeding and Aadhar based Authentication to further simplify registration processes	Is aadhaar based authentication mandatory?	Provision shall be made available
57	General	N/A	Will the cloud server for phase 1 and phase 2 be same server or different? As the phase 2 will be developed on boot model, who will be paying all the licensing cost?	Depending on the architecture proposed by the bidder

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
58	RFP VOL I 10.9.1	Service Provider shall provide a dedicated Internet services at all the Auction Platforms. The	Is there any auction platform where internet connectivity is very poor or no connectivity at all? In that case how can we share the auction data with cloud server? What is the current procedure?	Please refer RFP Annexure 5.3. Further, bidder to make his own assessment of the requirement and deploy the relevant solution
59	Annexure 4.1 - Application Details	Arbitration (CR and RR)	What is arbitration (CR and RR) in the auction module?	Arbitration is not in the scope of the Service Provider. System shall be capable of recording the Rejections arbitration
60	Annexure 4.1 - Application Details	Movement to godown Day end Initiation	What does it mean by movement to godown and day end initiation in auction module?	Please Refer to Annexure 3 to Volume I of RFP
61	Annexure 4.1 - Application Details	Loan Deductions Day End Process Closing the Proceedings	What are the details of post auction activities like: loan deduction, day end process, carry forward and closing etc?	Please Refer to Section 2.2 of Annexure 4.1 of Volume I of RFP
62	General	N/A	What will happen to the data center at Guntur? Is any of the deliverables of phase-I (boo model) and phase-II (boot model) will be hosted in the data center? Will you do away with the existing data center and DR site if any?	It is the discretion of the Tobacco Board

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63	Page 9 of volume II	Bidders shall submit, along with their Bids, an amount of INR 10,00,000 (Rupees Ten Lakhs only), as EMD in the form of a Demand Draft drawn in favour of "Tobacco Board" payable at Guntur, Andhra Pradesh, EMD shall be valid for 45 days beyond the expiration of bid validity period and/ or any extended bid validity period thereof. The bid shall be valid for a period of 180 days from the date of opening of the bid	The validity of DD is only for 90 days as per Norms. The DD will not remain valid upto the validity period	No change to the RFP clause
64	Page 30 of volume ii	The Bidder (either the prime bidder or the consortium partner) should have implemented at least 1 (One) Back office solution consisting of Finance, Administration, HR function of 100 users or more during the last 5 years.	Whether In house back office solution is accepted. Whether ongoing projects are accepted?	PQ clauses and Notes are self-explanatory

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65	Page 36 of volume ii	<p>Please provide three citations as per Form 10.3.5. Each citation will be evaluated based on the following parameters:</p> <p>a) Value of the project (3 Marks) (&lt; 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, &gt;10 Cr is 3 Marks)</p> <p>b) Similarity in the scope of transition services (5 Marks) (e-Tendering 3 Marks, e-Auction 5 Mark )</p> <p>c) Project Status (2 Marks) (In progress is 1 Marks, Completed is 2 Marks)</p>	<p>Total mark is 10 for three citations. Does it mean for each citation max mark is 3.33? Kindly clarify.</p>	<p>Please refer the Amendments</p>

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66	Page 36 Volume ii	<p>Please provide two citations as per Form 10.3.6. Each citation will be evaluated based on the following parameters:</p> <p>a) Value of the project (3 Marks) (&lt; 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, &gt;10 Cr is 3 Marks)</p> <p>b) Similarity in the scope of transition services (5 Marks) (One Mark for Each Module (Finance, HR, Admin, File Management, Payroll, Works Management)</p> <p>c) Project Status (2 Marks) (In progress is 1 Marks, Completed is 2 Marks)</p>	Total mark is 10 for two citations. Does it mean for each citation max mark is 5? Kindly clarify.	Please refer the Amendments
67	Page 39 of Volume ii	<p>Demonstration of the Proposal to the Committee Response will be evaluated on:</p> <p>i. Clarity of understanding of the project and risks (8)</p> <p>ii. Walk-through of the proposal in the presentation (6)</p>	Whether demonstration to be given only for e-auction with HHT or demo for back office also to be shown?	Demonstration of the complete e-Auction Application suite which includes Back-office solution

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		iii. Presentation by the team proposed by the bidder (6)		
68	Page 47 of 96 volume ii	In case, Board decides to procure the service of line item (1) in the price bid i.e. providing e-auction services on BOO model before the award of contract, the price bid evaluation will be carried out on the basis of price quoted for the line item (1) i.e. Providing the e- Auction services on BOO model only. The bidder with lower price quoted for the line item (1) will be declared as the lowest Bidder (L1).	What is the possibility for the same? How then you evaluate price if somebody quotes high in line item 1 and quotes less line item 2 and becomes overall L1 And you decide only on L1 only.	Clause is self-explanatory
69	Page 49 of 96 volume ii	The contract value is calculated as the unit price quoted by the bidder multiplied with the average kilograms of tobacco auctioned per annum during the last 5 years and multiplied with 6.	As it is a fact that Govt is currently discouraging consumption of Tobacco and a social awareness is getting created, how the average consumption of tobacco of last 5 years becomes the benchmark for deciding the contract value.	Average is taken for the purpose of estimation of Contract Value only.



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
70	Page 90 of 96 volume ii	Price bid format	Since the back office operations like HR, Finance, are for day to day functions of Tobacco Board and it is not limited to the auction process, the price bid for the same may not be linked to the quantity of tobacco auctioned. Moreover the back office application is on BOOT model therefore price bid may be taken on lump sum basis.	No change to the RFP clause
71	Page 89 of 122 volume iii	EXIT MANAGMENT The "Tobacco Board" shall then be entitled to serve notice in writing on the "Service Provider" at any time prior to the date that is 30 days prior to the end of the exit anagement period requiring the "Service Provider" to sell any of the Assets to be transferred to EAuction Project at market value (as determined as of the date of such notice).	Is it applicable for existing service provider also? Whether Tobacco Board will own the asset and allow The current service provider to use it.	The tender is Open Bid.

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
72	Page 5 of 34 Annexure 7.1	Board carry out large number of financial transaction in its day-today activities like collection of registration fee, collection of payment from buyers, payment to growers etc. Board wants to enable the user to perform electronic payments for each of payment by integration with e-Payment gateway	Who will bear the transaction cost of payment gateway?	Please Refer to Section 6 of Annexure 7.1 of volume I of RFP
73	Volume - II, 5.3 Earnest Money Deposit (EMD), Point# 2; Page# 9	EMD in any other form, other than what is mentioned in this document, will not be accepted.	Proposing the EMD in Bank Guarrantee Form. Please confirm.	No change to the RFP clause
74	Volume - II, 5.25 Transfer of Application/Product; Page#20		The bidder will handover the application codes to Tobacco Board. The bidder will take the responsibility and coordinate with cloud infrastucture vendor and OEM for the transfer to Tobacco Board. There is cost involves for the continuity of cloud service and ATS of licenses of software deployed for the future period beyond the contract period, which	All the cost associated post contract period is the responsibility of the Board

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			supposed to be borne by the Tobacco Board. Please clarify and confirm the bearing of cost for future period for the underlying infrastructures.	
75	Volume - II, 7.6 Pre-Qualification Evaluation Criteria; PQ Point# 4; Page# 30	The Bidder (either the prime bidder or the consortium partner) should have implemented at least 1 (One) Eauction solution of 100 users or more in the relevant field during the last 5 years	We have couple of e-Procurement/e-Auction orders that in our parent company's name "HCL Infosystems Ltd", whereas "HCL Services Ltd" is a wholly subsidiary of parent company "HCL Infosystems Ltd". The service delivery and support managed by the team of HCL Services Ltd. We are looking forward to participate in bidding process directly through "HCL Services Ltd" without any consortium with our parent company, and assume that HCL Services Ltd meets this PQ criteria of past experience. Please clarify and confirm on eligibility of HCL Services	Please Refer to Section 7.8.2 (a). Turnover considered would be a consolidated turnover of the company. In case of the subsidiary, the turnover of the parent company shall also be taken into consideration for determining the fulfilment of this condition. However, in case of bids, where for the fulfilment of turnover eligibility requirement, turnover of parent company being submitted, then the bidder shall submit a declaration cum an undertaking from authorized signatory of the parent company stating that they (the parent company) shall support and take responsibility to enable its subsidiary company (the bidder) to perform the contractual obligation.

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
76	Volume - II, 7.6 Pre-Qualification Evaluation Criteria; PQ Point# 5; Page# 30	The Bidder (either the prime bidder or the consortium partner) should have implemented at least 1 (One) Back office solution consisting of Finance, Administration, HR function of 100 users or more during the last 5 years.	LTthdis. is similar to above query clarification, i.e. the order is in name of parent company name "HCL Infosystems Ltd" and the service delivery & support is managed by the team of "HCL Services Ltd". Please confirm whether HCL Service Ltd meets this PQ criteria or not for participation into bid without any consortium with parent company "HCL Infosystems Ltd", and state any additional requirement on this regard.	Please Refer to Section 7.8.2(a). If the parent company fulfil the required undertakings and conditions, the same will be accepted
77			We understand and assume that the experience/credential of any of these back office solution either in Finance or in Administrative or in HR functions fulfills the PQ criteria. Please clarify it.	The experience should cover the functionalities envisaged in the RFP
78	Volume - II; 7.7 Pre-Qualification bid Point# 5; Page# 33	Part VI – Self- declaration that the deliver centre is located in or around Guntur Respondent must provide the details of location of the delivery centre in or	We have development centre at Hyderabad, i.e. near to Guntur. Assume that we meets the PQ criteria. Is mandatory to have development centre at or around	Please refer RFP volume I, clause 5.2 (i). Bidder may do the needful accordingly

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		around Guntur, Andhra Pradesh.	Guntur? Please clarify.	
79	Volume - II; 7.8.2 Technical Evaluation Scoring Matrix ; Point# 1 (A); Page# 36	Previous IT Project Experience in e-Auction by Service Provider or its Parent organization. b) Similarity in the scope of transition services (5 Marks) (eTendering 3 Marks, eAuction 5 Mark )	We have experience in the development/customization/ implementation of e-Tendering/ e-Auction solution, and maintenance support experience as well. However, we have transitioned/ handed over the e-Tendering/e-Auction (i.e. for Indian Railway) solution codes and documents to new vendors after end of maintenance support contract period. Do we eligible to get the maximum score (5 marks = 3 for e-tendering +2 for e-Auction). Please clarify it.	Please refer to Clause 7.8 of Volume II of the RFP
80			We propose to consider any transition service instead of restriction to the e-Tendering/e-Auction from expertise/ experience of transition aspects, and accordingly appropriate amendment to RFP	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
81	Volume - II; 7.8.2 Technical Evaluation Scoring Matrix ; Point# 1 (B); Page# 36	Previous Back Office Project Experience of Service Provider or its Parent organization. b) Similarity in the scope of transition services (5 Marks) (One Mark for Each Module (Finance, HR, Admin, File Management, Payroll, Works Management)	We propose to consider any transition service instead of restriction to the mentioned functional areas, i.e. from expertise/experience of transition aspects, and accordingly appropriate amendment to RFP	No change to the RFP clause
82	Volume - II; 7.8.2 Technical Evaluation Scoring Matrix ; Point# 5: Proof of Capabilities; Page# 39	The scripts based on which a configured / customized product has to be demonstrated will be provided to the bidders as a separate Annexure.	The current e-Auction solution code is available with incumbent vendor only but not with any other bidder, the developing script for enhancement/customization into the current system is not a feasible option for any other bidder. We propose to consider the Demo on Proof of Capability at the time of technical presentation to the board (i.e. post bid opening) instead of submission of the scripts as part technical bid.	Bidder has to present the PoC based on the scripts prepared considering the enhancements and it is post bid opening during technical evaluation

Sl. No.	Bidding Document Reference(s) (section number/. )	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
83	Volume - II; 7.8.3 Technical Bid ; Point# 9; Page# 41	Part VII-A: Project Office, Governance Structure and Team (C ) Experience of following resources: Project Manager (15+ Years exp) Solution Architect (15+ Years exp) Business Analyst (10+ Years exp)	The number of year experience is just count of numbers, but the competency/ skills of matter most instead of count of years. a. Propose to consider 8+ years of experience instead of 15+ years experience for Project Manager and Solution Architect. B. Propose to consider 6+ years of experience for Business Analyst instead of 10 years Please confirm on the proposed years of experience, and accordingly raise the corrigendum to amend the RFC	No change to the RFP clause
84	Volume - II; 8.6 clause. Performance Bank Guarantee; Point#2; Page# 49	The Performance Bank Guarantee (PBG) will be for an amount of 10% of the contract value, valid for the entire term of agreement	The engagement is on BOO model, and the tenure of O&M period is 6 harvest sessions in AP & Karnatak, and the pricing/rate is based on per kg tobacco auctioned. There is no such commercial risk associated from Tobacco Board. Hence, we are proposing to consider the PBG on yearly value of contract, and which needs to be renewed for subsequent years prior to expiry of PBG. Please confirm.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/. )	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
85	Volume - II; 8.7 Liquidated Damages ; Point#2; Page# 50	In case of delay in completing the work as per agreement, liquidated damage shall be charged to the bidder at the rate of 1% of the contract price for a delay of one week or part thereof subject to a maximum of 5% of the contract price.	We propose to consider the 1% and 5% of the yearly contract value instead of entire contract value for the entire O&M period of 6 harvest sessions. Please confirm it.	No change to the RFP clause
86	Volume - III; Clause 17.1 (a) Page# 57	The liability of Service Provider (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 two (2) times average annual fees payable under this Agreement calculated over a reasonable period of months before the cause	We proposing the following changes to this clause, please confirm it: The liability of Service Provider (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 twenty five percent (25%) of average annual fees payable under this Agreement calculated over a reasonable period of months before the cause of action arose with respect to the work involved under the applicable Schedule/Annexure. The	No change to the RFP clause



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		of action arose with respect to the work involved under the applicable Schedule/Annexure. The liability cap given under this Clause 17.1 shall not be applicable to the indemnification obligations set out in Clause 17.1(a) and breach of Clause 25.5 and Article 19.	liability cap given under this Clause 17.1 shall not be applicable to the indemnification obligations set out in Clause 17.1(a) and breach of Clause 25.5 and Article 19.	
87	Volume - III; Clause 27.1(C) (Pg No. 85)	The Arbitration proceedings will be held at Guntur, Andhra Pradesh	We proposing the following changes to this clause, please confirm it: The Arbitration proceedings will be held at Hyderabad.	No change to the RFP clause
88	Volume - I; Clause 5.2 (i) & (iv); Page# 10	The Arbitration proceedings will be held at Guntur, Andhra Pradesh	We proposing the following changes to this clause, please confirm it: The Arbitration proceedings will be held at Hyderabad.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
89	Volume - I; Clause 5.2 (i) & (iv); Page# 10	The Service Provider shall setup a Project Office, with key personnel of the project team from the Service Provider in and around Guntur to ensure access and availability of the key personnel of the project team to the Board on a short notice.	We assume that Tobacco Board will facilitate/provide space to setup the Project office at Tobacco Board office, Guntur. The key personnel part of Project Office will available and operate from the Project office/Tobacco Board, Guntur, whereas the other team members of bidder will be operate from other offices or at auction site. Please confirm it.	Please refer RFP Annexure 6.1 for O&M services. Further, bidder to make his own assessment of the requirement and deploy the resources accordingly
90	Volume - I; Clause 6: iv (e); Page# 12	Complete DC-DRC shifting and implementing agreed physical security requirements. This requires successful migration of the Application Suite from the existing infrastructure to the dedicated Board's infrastructure on the cloud.	Please elaborate the physical security requirements for DC/DR on cloud environment	As per MeITy guidelines
91	Volume - I; Clause 6: iv (h); Page# 12	Prepare the functional, system, technical and process documentation of the existing applications and processes necessary for continued operation and maintenance of the services	Assume that the desired documents are available and up to date that maintained by the incumbent vendor. Tobacco Board will enable and arrange these documents for new Vendor from the incumbent vendor. Thereafter, the bidder will make appropriate changes to the desired documents and maintain	Documents from the incumbent operator are guidance documents.

Sl. No.	Bidding Document Reference(s) (section number/. Page#)	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			throughout the period. Please confirm it.	
92	Volume - I; Clause# 9.1 (i) Business Processes; Page# 19	The current process of auction supports Forward Auction only. However, there may be possibility of conducting reverse auction. The system should be developed in such a way that the auction superintendent can configure the type of auction at the beginning of the auction.	We understand that forward auction is required for the sale of produces of Tobacco only, whereas the reverse auction is used for buying from external vendors. Pls elaborate and clarify the requirement of Reverse Auction.	The detailed process of reverse auction will be discussed with the successful bidder.
93	Volume - I; 10.11.1. Third Party Audit Requirements ; Page# 34	The audits will be carried out by either Project Management Unit or a third party agency (e.g. STQC, STQC empanelled auditor) engaged by the Board. Service Provider shall provide support to such audits and comply with the suggestions as may be given by such a third party auditor.	We understand that the bidder will support and carry the responsibility for suggestion/audit findings. We assume that Board will borne the cost of 3rd party auditor. Please confirm it.	Yes

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
94	Volume - I; Clause# 5.1.1. ;Page# 9;	Phase I : Transition of e-Auction System Transitioning the existing systems (applications) and operations from the incumbent operator (NIIT). The Service Provider will be responsible for smooth transitioning of the applications and services under Tobacco Board application suite which includes service for e-Auction system and Office Services from the current operator ensuring business continuity and performance.	We assume that the infrastructure (H/W, S/W, N/W components) and HHT deployed at Auction site across AP & Karnatak will be available during transition period. These assets and asset lists will be handed over to new operator for business continuity and performance. Any new addition/changes to it will be managed by new operator. Please confirm the availability and continuity of these deployed assets at each Auction site across AP & Karnatak (i.e. post transition and exit of incumbent vendor.	Please refer RFP Annexure 5
95	Volume - I; Clause# 5.1.1. (iv) ;Page# 10;	Support Third Party Audit Requirements as detailed in Section 10.11 of this RFP.	Assume that the Tobacco Board will borne the cost of 3rd party auditor. Please confirm it.	Yes

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
96	Volume - I; Clause 9.3 (i) and (ii); Page# 20	Operational i. The batter life of the current HHT is very short causing problem of hanging and getting switched off quickly ii. The HHT unit is getting heated up during the usage	Assume that the mobile apps and Smart phone option are acetable to buyers and Tobacco Board for conducting and participation into auction processing. By which it will addressed the issues of long holding in the hand and heating issue of HHT, and charging issue. Please confirm the acceptability of the option.	Bidder to make his own assessment of the requirement and deploy the relevant solution
97	Volume - I; 10.2. Process Redesign (ii); Page# 22	Aadhar Seeding and Aadhar based Authentication to further simplify registration processes	Is this mandatory requirements for future enhancements or an optional. Please elaborate the Authentication requirements and users base for authentication (internal users of Tobacco Board, Buyer/Bidder, Grower etc)	Provision needs to be made available
98	General	Digital Signature Certificate (DSC) Requirement	Please elabore the digital signature certificate requirement and its usage in the back office application modules.	Users transact with the digital signature in the back office application. The proposed digital signature for this purpose is class II and above and the cost of the digital signatures will be borne by Tobacco Board on the advice of Service Provider. Service Provider shall also explore the possibility of use of eSign during the design.

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
99	Tobacco Board Vol I.pdf - Goals of the RFP - Page 5	The selected Service Provider shall be responsible for transitioning the existing e-Auction system and providing services to the Board for a period of 6 seasons in Andhra Pradesh and Karnataka beyond the contract period of the current operator.	What is the time line for 6 seasons?	Approximately 6 years. But varies depending on the production of the tobacco in the specific region
100	Tobacco Board Vol I .pdf - IT Application Suite - Page 7	In electronic auction system for marketing of tobacco, all the buyers and starters are provided with electronic device called Hand Held Terminals (HHT).	Who will provide this HHT device? Will it be in scope for the SI in case we need to replace?	Please refer RFP Annexure 7.1, point 2, ii
101	Tobacco Board Vol I .pdf - Need for Service Provider - Page 8	NIIT Technologies Limited (NIIT), current operator, has been successfully providing e-Auction services at all the auction platforms of the Board since 2012 on BOO Model.	How many auction platforms are currently present? If auction platforms count increases in future, will it need to be supported as part of this scope.	Please refer RFP Annexure 1, point 5
102	Tobacco Board Vol I .pdf - Need for Service Provider - Page 8	The service provider may reuse the existing e-Auction application and shall provide Services.	What are the activities to be performed by selected bidder to 'provide services'? Will be there any hand holding support provided by existing solution provider viz. NIIT.	Please refer to Section 7 of Volume I of the RFP

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
103	Tobacco Board Vol II.pdf - Technical Bid - Page 21	If the bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate and distinct attachment to the proposal.	As per our understanding, we should submit a separate attachment with technical as well as commercial details for all such extra proposed solution. Please confirm	Shall be submitted as a part of technical bid.
104	Tobacco Board Vol II.pdf - Evaluation of Price Bid - Page 29	total cost (TC) of the project shall be inclusive of tax.	Please confirm whether this clause will still valid if any changes will happen in the taxation structure (due to changes in taxation regulation).	Yes
105	Tobacco Board Vol III.pdf - Interpretation of Scope of Work - Page 15	Sign-off on the deliverables by the Board does not necessarily indicate the complete approval of the deliverables. All the responsibilities with respect to operations and maintenance of the existing applications, infrastructure or requirements in the RFP or the Board processes will be the responsibility of the Service Provider. Any gap that is found in a deliverable with	But, as per our understanding, this GAP should not be raised due to gap/change in requirement. If the gap need to be incorporated due to change in requirement, it should be proposed through a proper change management procedure.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		respect to the above, even after the sign-off, will have to be addressed by the Service Provider without any additional cost to the Board.		
106	Selection of Service Provider for Tobacco Board Volume 1 9.1. Business Process	The current process of Auction supports Forward Auction only. However, there may be possibility of conducting reverse Auction. The system should be developed in such a way that the auction superintendent can configure the type of Auction at the beginning of the Auction.	In case of Reverse Auction will the Seller set the price ? If Yes then what will be the role of the starter? And currently the HHT are with Buyers and starter only so in that case will the HHT be provided to Sellers as well?	The detailed process of reverse auction will be discussed with the successful bidder.



Sl. No.	Bidding Document Reference(s) (section number/. )	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
107	Selection of Service Provider for Tobacco Board Volume 1 10.2. Process Redesign ii. Aadhar Seeding and Aadhar based Authentication to further simplify registra6on processes	10.2. Process Redesign During the implementa6on, ServicevProvider in consulta6on with Board shall carry out a Process Redesign exercise to simplify the forms and processes. Indica6ve areas under the scope of process redesign include: i. Amendments to Forms a. Standardiza6on of data fields and redesign of naviga6on / user interface across the application to minimize the human errors ii. Aadhar Seeding and Aadhar based Authen6ca6on to further simplify registra6on processes	In other projects developed by us involving Aadhar, it was no6ced that most of the addresses in Aadhar is not the current address of E109the user and caused issue during verifica6on. How this issue is planned to be addressed?	Provision needs to be made available and it is for the purpose of identification

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
108	Selection of Service Provider for Tobacco Board Volume 1 10.3.2. Migration Plan	The Service Provider has the responsibility of migration of the solution, underlying components, data, and all enablers required to provide the services to Board. The Service Provider has to formulate a comprehensive migration plan and submit to Board for approval. Any comments or revisions proposed by Board to ensure business continuity have to be incorporated into the migration plan by the Service Provider.	<ol style="list-style-type: none"> <li>1. What will be approximate size of data which has to be migrated from the existing system?</li> <li>2. What are the type of data to be migrated?</li> <li>3 . Which type of documents are available with details regarding the data needs to be migrated.</li> </ol>	Please refer to Annexure 5 to Volume I of RFP
109	Selection of Service Provider for Tobacco Board Volume 1 10.6. Comprehensive Testing Requirements	iv. Load, scalability and Stress Testing would be conducted prior to submitting the application for User Acceptance Test (UAT), once the System Integration Testing has been conducted successfully. Service Provider should use suitable simulation tools in accordance with the agreed	What is anticipated approximate number of concurrent users in the system ?	Approximately 400 users for the Back Office application and 40% will be concurrent users

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		test procedures keeping in view Board's projected future load of transactional users as proposed by Service Provider and agreed by Board.		
110	Selection of Service Provider for Tobacco Board Volume 1 4.2. IT application Suite	In electronic Auction system for marketing of tobacco, all the buyers and starters are provided with electronic device called Hand Held Terminals (HHT).	Is there an interface to any application with HHT? If yes, what are those interfaces.	Please refer to Annexure 4 to Volume I of RFP
111	Selection of Service Provider for Tobacco Board Volume 1 4.2. IT application Suite	In electronic Auction system for marketing of tobacco, all the buyers and starters are provided with electronic device called Hand Held Terminals (HHT).	Can Mobile app be suggested to replace HHT? What are the anticipated challenges?	Bidder to make his own assessment of the requirement and deploy the relevant solution
112	Annexure 7.1 3 (A)	Finance and Accounts Functionality	What kind of integrations are expected for HR and Finance functionality?	Bidder to make his own assessment of the requirement and deploy the relevant solution
113	7.6 Pre-Qualification Evaluation Criteria	Minimum annual turnover of Rs. 250 Crore during the last 3 financial years	Reduce the annual turnover criteria to 100 crore?	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
114	Vol-I, Page No.7, Section 4- Sub section (4.2)	In electronic auction system for marketing of tobacco, all the buyers and starters are provided with electronic device called Hand Held Terminals (HHT). All the data about the bales offered for sale, their weight, lot number and its grade and any other remarks are available in all the hand held terminals.	HHT is mandatory for newly proposed system? OR Instead of HHT, can we propose mobile app for bidding?	Bidder to make his own assessment of the requirement and deploy the relevant solution
115	Vol-I, Page No.9 Section 5- Sub section (5.1.1) Point no. i	The Service Provider will be responsible for smooth transitioning of the applications and services under Tobacco Board application suite which includes service for e-Auction system and Office Services from the current operator ensuring business continuity and performance.	Kindly elaborate Office Services.	Please refer RFP Volume I, point 6 and Annexure 2

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
116	Vol-I, Page No.9 Section 5- Sub section (5.1.1) Point no. I sub-point b.	Migration of the IT Application Suite (including the migration of underlying data & files from the currently common database into the new database) from the existing infrastructure to the cloud infrastructure	We are considering vendor, officer, department & designation data needs to be migrated.  Why old files and data needs to be migrated in new application?	Please refer RFP Volume I, point 6 and Annexure 2
117	Volume - I, Section No. 8.2, Business Processes, Pg. No.15	"The bidders are advised to study the complete application suite, relevant documentations such as available System Requirements Specification (SRS) are provided during the due-diligence activity for comprehensive understanding of the business processes."	"Requirements Specification (SRS) are to be made available and shared without due-diligence for comprehensive understanding of the business processes."	No change to the RFP clause
118	Volume - I, Section No. 8.3, Applications, Point No. iii, Pg. No.17	User manuals of the e-Auction Application shall be provided separately during due diligence.	User Manuals of the e-Auction application shall be made available and shared without due-diligence.	No change to the RFP clause
119	Volume - I, Section No. 9.1 - Business Process, Point No. IV, Pg. No. 19	The system should display a pop-up in case of no-bid so that the bidder may know which bale is getting auctioned.	What is the purpose of this feature? System would pop-up NO-BID message after completion of auction. Bidders would know the details of bale put to e-Auction before start of e-Auction. Please	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
			clarify.	
120	Vol 1, Page No. 21 10. Additional Requirements to Service Provider		If we propose our application, Is it mandatory to support current application?	No. However, migration to a new solution shall be done without affecting the business operations of the Tobacco Board
121	Volume - I, Section No. 10, Pg. No. 21	"In case the Service Provider chooses to continue with the existing technology stack, in addition to any changes in the application design (as may be required) to meet the intended objectives, all the underlying solution components have to be upgraded to the latest and supported versions. In case any of the components are discontinued by the OEM, the solution has to be modified to use an equivalent component or product that offers similar features / functionality."	Do we have to incur any cost for continuing with the existing system?	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
122	Volume - I, Section No. 11, Pg. No.43	the Service Provider is expected to provide end-to-end services for a period of 6 seasons in Andhra Pradesh and Karnataka beyond the contract period of the current operator and extendable	Please clarify the period of one season.	Approximately 2 seasons in an year.
123	Volume - I, Section No. 11.1 & 11.2, Pg. No.44	"Phase I : Transition: T0 – 3 Months Implementation of Phase 2 Enhancements – Back Office T0 + 4 Months (T0 is the end of the contract period of the current operator)"	For e.g. T0 is 31st January 2019. In this case Transition is to be completed by 30th Apr. 2019 and Enhancements – Back Office shall be completed by 31st May 2019. Please confirm.	Clause is self-explanatory
124	Volume - II, Section No. 4 Pg. No.7	Site Visit & Data Room due diligence is upto date of pre-bid which is on 25th May 2018	Requesting to your office to please extend due diligence upto tender submission due date. Also arrange to show case the Back Office Application during the Due Diligence. We are in talk for consortium partner, but in such a short time we might not be able to find a consortium partner, hence please extend due-diligence upto tender submission due date such that we could visit for due diligence along with consortium partners.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
125	Vol-II, Page No.17 5.18: Modification and Withdrawal of Bid	7. If the bidders intend to modify proposal after submitting a copy of the proposal response and before the expiry of the last date and time for the submission of the proposal, the bidder shall clearly mention "Bid Modification Notice" on the left top corner of the proposal cover. 8. In case the bidder submits the revised proposal, the revised proposal shall strictly comply with all the terms and conditions of this RFP.	In case, we want to propose few changes in submitted proposal before due date and time, do we need to re-submit the whole proposal or only modified response need to be submitted along with valid authorization letter?	Clause is self-explanatory
126	Volume - II, Section No. 7.6, Sub Section No. 3, Pg. No.30	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 250 Crore during the last 3 financial years (2014-15, 2015- 16, 2016-17) as evidenced by the relevant financial statements and audited accounts of the company.	"Kindly confirm whether average turnover of Rs. 250 Crore of the last 3 financial years (2014-15, 2015-16, 2016-17) is required or the bidder is required minimum annual turnover of Rs. 250 Crore in each financial years of last 3 financial years (2014-15, 2015- 16, 2016-17) "	Clause is self-explanatory



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
127	Volume - II, Section No. 7.6, Sub Section No. 3, Pg. No.30	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 250 Crore during the last 3 financial years (2014-15, 2015- 16, 2016-17) as evidenced by the relevant financial statements and audited accounts of the company	<p>"Please refer CVC guidelines which clearly states that, Average Annual financial turnover of related services during the last three years, ending 31st March of the previous financial year, should be at least 30% (Thirty per cent) of the estimated cost. (Pl. refer manual for procurement of consultancy and other services 2017-page no. 106, Financial Capability point-a)</p> <p>We request you to share the estimated cost of subjected tender document as per CVC guidelines clause no.9.15.2 (i-a). We also request you to relax this clause as no core e-Procurement companies having such amount of turn-over."</p>	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
128	Volume - II, Section No. 7.6, Sub Section No. 3, Pg. No.30	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 250 Crore during the last 3 financial years (2014-15, 2015- 16, 2016-17) as evidenced by the relevant financial statements and audited accounts of the company	We are core e-Procurement service provider. As on date none of the core e-Procurement service provider could meet these criteria. Average turnover of core e-Procurement Service provider would be near to 10-15 Crores. We could for sure provide you with your requirement if given a chance. At present date we are servicing TWO Maharatna Companies of India out of EIGHT and servicing many other govt. undertaking PSU/PSE & Agencies at full capacity. There are other e-Procurement service providers who are servicing entire state at full capacity for e-Procurement. Please do not measure the capacity of service provider by Turn Over. Rather consider experience for successfully handling nos. of tender and value of tenders for each project carried out by the service provider. Request to relax/amend this criteria and allow core e-Procurement service providers to bid for the called tender.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
129	Volume - II, Section No. 7.6, Sub Section No. 5, Pg. No.30	The Bidder (either the prime bidder or the consortium partner) should have implemented at least 1 (One) Back office solution consisting of Finance, Administration, HR function of 100 users or more during the last 5 years.	We are core e-Procurement service provider. As on date we do not have any experience of back office application but we could for sure provide you with your requirement if given chance. Request to relax this criteria and allow core e-Procurement service providers to bid for the called tender.	No change to the RFP clause
130	Volume - II, Section No. 7.6, Sub Section No. 7, Pg. No.30	The bidder (Prime Bidder in case of consortium) should have SEI CMMi Level 3 or higher company	Request to kindly allow either the prime bidder or the consortium partner to be CMMi Level 3 or higher company. Please amend.	No change to the RFP clause
131	Volume - II, Section No. 7.6, Sub Section No. 8, Pg. No.30	The Bidder should not be blacklisted by Central/ State Government Ministry/ Department/ PSU/ Government Company. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company. The	It is requested to clarify, for how many years the bidder should not be under any undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company.	As per the validity mentioned in the blacklisting letter

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		Bidder shall submit a self-declaration from the bidder in the respective company letter head, signed by authorized signatory.		
132	Volume - II, Section No. 7.8.2, Evaluation Criterion, Pg. No.36	"a) Value of the project (3 Marks) (< 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, >10 Cr is 3 Marks)"	Would you give 3 Marks if any service provider/bidder has carried out 03 projects of 3.5 Cr each?	Please refer to Amendment
133	Volume - II, Section No. 7.8.2, Evaluation Criterion, 1 - A) Project Experience, Pg. No.36	"a) Value of the project (3 Marks) (< 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, >10 Cr is 3 Marks)"	Rarely any core e-Procurement service provider will have a credential of project valuing >10 Cr. Rather consider experience for successfully handling nos. of tender and value of tenders for each project carried out by the service provider. Request to relax/amend this criteria and allow core e-Procurement service providers to bid for the called tender.	Please refer to Amendment
134	Volume - II, Section No. 7.8.2, Evaluation Criterion, 1 - B) Project Experience, Pg. No.36	"Previous Back Office Project Experience of Service Provider or its Parent organization."	We are core e-Procurement service provider. As on date we do not have any experience of back office application but we could for sure provide you with your requirement if given chance. Request to relax this criteria and allow core e-Procurement service providers to bid for the called tender.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
135	Volume - II, Section No. 7.8.1, Part - IV, Pg. No.35	"The transition plan and Transition Risk Management plan is evaluated and scores are assigned. The maximum score assigned for this section is 20 marks and the bidder will have to get a minimum cut-off of 15 marks. The bidder will be disqualified if it does not get the score of minimum cut-off marks of 15. However, the score assigned to this and also the marks gained by the bidder after valuation shall not be added to the technical evaluation scoring Matrix."	Is this applicable for any service provider/bidder who chooses to continue with the existing technology stack. Please confirm.	Clause is applicable to all bidders except the incumbent operator to establish their Transitioning capabilities
136	Volume - II, Section 7.8.4, Sub Clause No. e, Pg. No. 43	The person-month costs taken in the Price bid is only for commercial evaluation and will be used for approved out-of-scope Changes carried through change control process as defined in Volume III of the RFP	Mentioned clause is not clear. Please elaborate.	Please refer the Amendments

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
137	Vol-III, Page No. 24 Point No. t	<p>It must deploy an enterprise management system and other tools as required and develop additional scripts (if required) for capturing the required data for service level report generation in automated way. These tools shall play a critical role in monitoring the service level compliance and hence will have to be customized accordingly. These tools should generate the Service Level monitoring report at the end of every month which is to be shared with the Board on a monthly basis.</p> <p>The tools should also be capable of generating Service Level reports on a monthly/quarterly/half-yearly basis. The Board will audit the tools and the scripts on a regular basis.</p>	What is the enterprise management system and other tools? Will it be developed periodically?	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/. )	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
138	Vol-III, Page No. 24 Point No. t	<p>It must deploy an enterprise management system and other tools as required and develop additional scripts (if required) for capturing the required data for service level report generation in automated way. These tools shall play a critical role in monitoring the service level compliance and hence will have to be customized accordingly. These tools should generate the Service Level monitoring report at the end of every month which is to be shared with the Board on a monthly basis.</p> <p>The tools should also be capable of generating Service Level reports on a monthly/quarterly/half-yearly basis. The Board will audit the tools and the scripts on a regular basis.</p>	Can we propose Open Source system instead of enterprise management system?	Bidder to make his own assessment of the requirement and deploy the relevant solution

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
139	Vol-III, Schedule-I, Page No.87 Point 1.1: CHANGE CONTROL SCHEDULE	Change requests in respect of the MSA, the Project Implementation, or the Operation and Management SLA will emanate from the Parties' respective Project Manager who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Control Process and will complete Part A of the CCN attached as Schedule VII hereto.	Will all these changes also affect the periodicity of MSA or SLA?	No
140	Annexure 2 – Transition, Page No.3Responsibilities 1. Transition Scope	ii. Develop and implement required plans, as well as the operational Change Management processes required to implement the Transition Plan.	Kindly elaborate.	Clause is self-explanatory



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
141	Annexure 2 – Transition Responsibilities, Page No.3 1. Transition Scope	iii. 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. The mapping of the Service Provider's team to the technologies available / application suite / operational tracks should be provided along with the transition plan. The transition team must be co-located with the incumbent operators' teams during transition.	Need clarity for number of staff members and locations	Clause is self-explanatory
142	Annexure 2 - Transition Responsibilities, , Page No.3 1. Transition Scope	vii. Facilitate the effective and smooth transfer of knowledge and operations.	Kindly elaborate.	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
143	Annexure 2 – Transition Responsibilities, Page No.3 1. Transition Scope	"ix. Secondary support phase of the entire end-to-end operations including NOC and Helpdesk operations, where the Service Provider is trained by the incumbent operator on the entire end-to-end prior to the start of the Primary Support Phase. The secondary support should also include trial runs of exception / intermittent scenarios (ex, DC – DRC drills, ad-hoc reports, changes requests, etc.)	Kindly elaborate.	Clause is self-explanatory
144	Annexure 2 - Transition Responsibilities, Page No.7 2.1. Transition Plan Details	d. The processes and methods the Service Provider will use to help Board validate that a successful knowledge transfer has occurred such as specific exit criteria	Kindly elaborate for all exit criteria of transition during knowledge transfer	The bidder has to submit a Transition plan that cover all the aspects of Transition
145	Annexure 2 - Transition Responsibilities, Page No.72.1. Transition Plan Details	e. A detailed description of the effort required from the current operator and Board to support the knowledge transfer process by phase / week / month of the Transition	Need clarity for duration of knowledge transfer process	The bidder has to submit a Transition plan that cover all the aspects of Transition

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
146	Annexure 2 - Transition Responsibilities, Page No.9  "4. Transition Management 4.1. Transition Team "	"ii. Service Provider should deploy a transition team sufficiently staffed and experienced to manage the Transition Services The transition team shall be staffed with experienced project managers to handle the individual services: a. Solution Architect b. Project Manager – Software c. Project Manager – IT Infrastructure and Operations d. Project Manager – SLA and Business Service Delivery "	Kindly specify number of staffs against each individual service.	At least one person
147	Annexure 2 - Transition Responsibilities, Page No. 104.2. Managing and Monitoring Transition	vii. Where workshops are needed as a tool to deliver Transition, and to initiate, administer, and lead the workshops (including providing Board with advance notice of the timing, location, and proposed agenda for such workshops as appropriate).	Kindly elaborate.	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
148	Annexure 3.1, Section No. 1 - Overview, Pg. No. 3	"Each platform serves about 2500 growers.  The villages in an auction platform jurisdiction are grouped into clusters (group of villages). The number of growers and number of curing units (barns) are more or less uniform in each cluster. Each auction platform shall have around 10 clusters with about 250 - 300 growers in each-cluster."	Nos. of growers in para 1 and para 2 of Clause No. 1 (Overview) does not match. Please clarify what shall be considered.	Clause is self-explanatory
149	Annexure 3.1, Section No. 1 - Overview, Pg. No. 4	"FCV tobacco are auctioned during February to June in Andhra Pradesh and September to February in Karnataka."	Once e-Auctions for Andhra Pradesh are concluded in June, can we shift the same team to auction platforms of Karnataka?	There may be some overlap between the two states. Hence, bidder to make his own assessment of the requirement and deploy the required resources
150	Annexure 3.1, Point-3.1 PRE AUCTION	Lot No. generation and Marking Bale weighment and BR/QR	Are we responsible for Pre-Auction and Post-Auction activities? If yes, please clarify, Should QR for each lot to be system generated?	Please Refer to Annexure 7.1 to Volume I of RFP

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
151	Annexure 3.1, Point-3.1 PRE AUCTION	Grower receipt note and Bale Ticket generation	Are we responsible for Pre-Auction and Post-Auction activities? If yes, please clarify Should it be system generated? If yes, please elaborate process.	Please Refer to Annexure 7.1 to Volume I of RFP
152	Annexure 3.1, Point-3.2 AUCTION PROCESS	Classification / No sale Re-classification	Are we responsible for Pre-Auction and Post-Auction activities? If yes, please clarify Kindly elaborate process of classification and reclassification	Please Refer to Annexure 3 to Volume I of RFP
153	Annexure 3.1, Point-3.2 AUCTION PROCESS	Negotiation after auction closure	Are we responsible for Pre-Auction and Post-Auction activities? If yes, please clarify How negotiation will be conducted after auction closure? Kindly elaborate negotiation process	Negotiation is not in the scope of the Bidder
154	Annexure 3.1, Point- 3.3 POST AUCTION	Day closure Delivery	Are we responsible for Pre-Auction and Post-Auction activities? If yes, please clarify Kindly confirm whether 'Day closure' & 'Delivery' process needs to be maintained online?	Yes
155	Annexure 3.2, Section No. 2. Annual Transactions, Pg. No. 3	"Average number of bales auctioned at each auction platform during the season is approximately 1200 bales. However, the minimum and maximum number of bales can vary from as low as 10 to as high as 2000 bales per day.	In first sentence it is written that approx. 1200 bales are auctioned at each auction platform during the season. And in following sentence it is written that as high as 2000 bales could be put to e-Auction per day. Both the sentence are contradictory. Please clarify.	Average number of bales is approximately 1200 and in peak the maximum number of bales is 2000

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		The maximum permissible weight of a bale is 150 Kg however; the average weight of each bale is approximately 100 kg."		
156	Annexure 3.2, Section No. 2. Annual Transactions, Pg. No. 3	"Average number of bales auctioned at each auction platform during the season is approximately 1200 bales. However, the minimum and maximum number of bales can vary from as low as 10 to as high as 2000 bales per day. The maximum permissible weight of a bale is 150 Kg however; the average weight of each bale is approximately 100 kg."	If 1200 bales are auctioned in each auction platform during the season, comes down 37200 bales auctioned during the season which does not match with the figures mentioned in section/clause no. 3.3. Year wise Sale of Tobacco of Annexure 3.2. Please clarify.	1200 bales is an average and indicative figure based on previous year's data
157	Annexure 3.2, Section No. 3.1. - Data pertaining to the Auction Platforms in Andhra Pradesh, Pg. No. 4	"Qty. Mktd."	Please elaborate what is Qty. Mktd.? Please clarify what is the Unit of Measurement of figures given below Qty. Mktd. Column?	"Qty. Mktd." means the tobacco sold through Auction Platform(s). It is in Million Kgs.

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
158	Annexure 3.2, Section No. 3.1. - Data pertaining to the Auction Platforms in Andhra Pradesh, Pg. No. 4	"Av. Price"	Figures/av. Price mentioned below Av. Price column is per kg. basis or per bale basis? Please clarify.	Average price of the bale's sold
159	Annexure 5.2 Data Centre & Auction Platform Details 1.4: Servers & 1.5: Infrastructure at Auction Platforms, Page No.4	Servers details and infrastructure at Auction platforms	When they had mentioned hardware and does this run on AMC, is there any other IT hardware assets are available and please specify the age of all hardware.	Please refer RFP Annexure 5
160	Annexure 5.2 Data Centre & Auction Platform Details 1.4: Servers & 1.5: Infrastructure at Auction Platforms, Page No.4	Servers details and infrastructure at Auction platforms	Servers which being used are obsolete or outdated and which are not supported virtualization technologies for that either they will have to buy new hardware which should be support advanced virtualization technologies or will have to run e-Procurement application on any empanel certified Cloud data centre.	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
161	Annexure 5.2 Data Centre & Auction Platform Details 1.4: Servers & 1.5: Infrastructure at Auction Platforms, Page No.4	Servers details and infrastructure at Auction platforms	Servers which being used are obsolete or outdated and which are not supported virtualization technologies for that either they will have to buy new hardware which should be support advanced virtualization technologies or will have to run e- Procurement application on any empanel certified Cloud data centre.	Clause is self-explanatory
162	Annexure 6.1, Section No. 2, Project Office and Team, Pg. No. 3	An Indicative breakup of the current team is given.	Does it mean the new service provider shall also arrange the same team size?	Bidder to make his own assessment of the requirement
163	Annexure 6.1, Section 8, Pg. No. 5	Operations and maintenance services for Infrastructure o Operations and maintenance of infrastructure like: •Desktops/ laptops/ tablets •Handheld terminals •Charging and maintenance of batteries for handheld terminals •Printers •Weighing machines •LEDs/ Display devices •Networking components •Other associated	Is it under scope of Service provider to procure any or all of the infrastructure mentioned herein for Board?	Clause is self-explanatory



Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		infrastructure related to the project		
164	General		Approx. count of buyers and growers with location wise.	Indicative figures are provided in Annexure 3
165	General		Activity of the e-auction (creation, publishing) by the service provider or by the board	Intimation of e-Auction to Growers and Buyers is from Tobacco Board
166	General		Pre-auction process is fully system driven or partially system driven. Detail of pre-auction process that is managed offline and online is required.	Please refer RFP Annexure 7
167	General		In auction process, what is classification process? Kindly elaborate.	Please refer RFP Annexure 3
168	General		Does auction closer process to be made online? i.e. Grower logs in and accept / reject the bids ?	No
169	General		Post-auction process is fully system driven or partially system driven. Detail of post-auction process that is managed offline and online is required.	Please refer RFP Annexure 7
170	General		Interface to input bales details in online auction would be made available. Does integration with Avery hardware is then mandatory?	Bidder to make his own assessment of the requirement

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
171	General		Which online modules are covered in back office application?	Please refer RFP Annexure 7
172	General		How bale will be marked and how QR will be generated for each lot?	Please refer RFP Annexure 3
173	General		Who will pay the fee to service provider on Per KG tobacco Bales/leaves sold? Tobacco Board OR the grower/seller. Or does Tobacco Board takes the charges from the growers/sellers and then make the payment to the service provider on monthly basis. Please clarify.	Please refer RFP volume II, point 9
174	General		At present are you just taking e-Auction services from NIIT? or Are you also taking back office application services from NIIT? Please confirm.	Only eAuction services
175	General		Does NIIT (Your current service provider) is using their very own e-Auction tool & back office application? Or is it developed by any of its consortium partner? If any Consortium partners, then please disclose the names.	Please refer to Annexure 4 to Volume I of RFP
176	General		How many nos. of e-Auctions are conducted at each auction platform during the season period?	Please refer RFP Annexure 3.2

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
177	General		How many nos. of buyers/bidders are expected in each e-Auction?	Approximately 30
178	General		How many nos. of e-Auctions are expected in each platform during the season?	Please refer RFP Annexure 3.2
179	General		How many nos. of e-Auctions are conducted at each auction platform during the day of e-Auction?	Please refer RFP Annexure 3.2
180	General		We request you to share the estimated cost of subjected tender.	The project is on BOO and BOOT model. The bidder shall calculate the project cost based on their own proposed solution
181	General		Extension of Bid Submission date	No change to the RFP clause
182	General		Arrange to share the soft copy of System Requirements Specification (SRS) & User manual for in depth understanding	SRS and User manual for the present e-Auction Solution running in Tobacco Board shall be shared with the new Service Provider after on-boarding
183	Volume-1/Section 9.2/Page # 19	Current HHT is slightly heavier. The possibility of light weight HHT shall be evaluated and adopted	Is it only suggestion or mandatory to replace heavier HHT device with lighter one?	Clause is self-explanatory

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
184	Volume-1/Section 10/Page # 21	In case any of the components are discontinued by the OEM, the solution has to be modified to use an equivalent component or product that offers similar features / functionality. If the replacement is not with a component or product which is the OEM's recommended for replacing the discontinued component, the equivalency / suitability of such a replacement, proposed by the Service Provider, will be decided by the Board.	Please share complete bill of quantity(BOQ) all items with procurement date and OEM end of support date.	Detailed Bill of Material is provided as various annexures to RFP document
185	Volume-1/Section 10.8 /Requirement of Local Servers	In the current deployment, Local servers are deployed at auction platforms. In case of such a requirement for any of the solutions, the Service Provider shall provide the local servers along with the required security components.	We understand that local server is only required in case of hardware failure in current deployment servers during transition period from on-premises to cloud migration.	The requirement depends on the solution design of each. Bidder to ensure that online auction process is not affected due to IT infrastructure failures

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
186	Volume/Section 10.9/ Requirement of VPN	In case VPN is required for the development access, redundant VPN links shall be provided by the Service Provider along with the necessary software and hardware at the Data Centre.	Development and testing environments are also to be on cloud. To access these environments required bandwidths and VPN connectivity from cloud to be provisioned. Please clarify.	Bidder to make necessary provisions
187	Vomume-1/10.9.1/ Bandwidth requirements	The bandwidth cost will be borne by the Board. The Service Provider will meet the following bandwidth related requirements: IV. Increase the bandwidth during the contract period so as to meet the user load and adhere to the SLA defined in this RFP, without any additional cost to the Board.	As stated bandwidth cost will be borne by the Board. Then how only increase in bandwidth shall be paid by Service Provider stated IV clause of this section? Either fully it has be paid Board or by Service provider.	Refer to Amendment
188	Vomume-1/7.6/Page# 30 Pt-5 Pre Qualification	The Bidder (either the prime bidder or the consortium partner) should have implemented at least 1 (One) Back office solution consisting of Finance, Administration, HR function of 100 users or more during the last 5 years.	Since large scale Projects in which every said modules with 100 users each required is highly rare. Thus requesting department to ease off this restrictive criteria. Also kindly allow bidder to showacse similar scope in last 7 years.	No change to the RFP clause

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
189	Volume 1/5.1.1. Phase I : Transition of e-Auction System/Page 9	a. provision the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite	Does this mean theMSSQL and Windows Licenses has to be handed over to TB ?	Yes
190	ii. Enhancement to e-Auction system:	It is the responsibility of the Service Provider to enhance the e-Auction Application with coverage of additional processes, application enhancements, and additional infrastructure enhancements.	If the enhancements are totally new apart from the listed once in RFP , will this not be treated as Change request with additional cost. What is the limitations to accept the change as chargeable interms of Man days or Rs/man hours	Please refer RFP Volume I, clause 10.1
191	Volume 1/ 10.2 /page 22	10.2. Process Redesign During the implementation, Service Provider in consultation with Board shall carry out a Process Redesign exercise to simplify the forms and processes. Indicative areas under the scope of process redesign include: i. Amendments to Forms a. Standardization of data fields and redesign of navigation / user interface	Will Board pay the Adhar Utilization fees .	Board will facilitate the integration with Aadhar database

Sl. No.	Bidding Document Reference(s) (section number/.	Content of RFP requiring Clarification	Points of clarification required	Tobacco Board's Response
		across the application to minimize the human errors ii. Aadhar Seeding and Aadhar based Authentication to further simplify registration processes		

## 2. Amendments to the RFP :

The following amendments to the RFP released for Selection of Service Provider for Implementation of e-Auction System at Tobacco Board.

The content given in this document shall replace the content presented in the respective volumes and clauses as mentioned below.

S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
1	Section 10.9.1 (point IV) of Volume I of RFP	iv. Increase the bandwidth during the contract period so as to meet the user load and adhere to the SLA defined in this RFP,	Modify	Increase the bandwidth during the contract period so as to meet the user load and adhere to the SLA defined in this RFP.

S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
		without any additional cost to the Board.		
2	Section 10 of Volume I of RFP	The enhancements also envisage compliance to relevant international standards and integration with the external systems.	Modify	The enhancements also envisage compliance to relevant standards and integration with the external systems.
3	Section 7.8.4 (point e) of Volume II of RFP	e. The person-month costs taken in the Price bid is only for commercial evaluation and will be used for approved out-of-scope Changes carried through change control process as defined in Volume III of the RFP.	Deleted	-



S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
4	Section 7.6 (Point 8) of Volume II of RFP	The Bidder should not be blacklisted by Central/ State Government Ministry/ Department/ PSU/ Government Company. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company. The Bidder shall submit a self-declaration from the bidder in the respective company letter head, signed by authorized signatory.	Modify	The Bidder (all the members of the consortium in case of consortium) should not be blacklisted by Central/ State Government Ministry/ Department/ PSU/ Government Company. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company. The Bidder shall submit a self-declaration from the bidder in the respective company letter head, signed by authorized signatory.

S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
5	RFP volume II, point 7.8.2, A	<p>Please provide three citations as per Form 10.3.5. Each citation will be evaluated based on the following parameters:</p> <p>a) Value of the project (3 Marks) ( &lt; 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, &gt;10 Cr is 3 Marks)</p> <p>b) Similarity in the scope of transition services (5 Marks) (eTendering 3 Marks, eAuction 5 Mark )</p> <p>c) Project Status (2 Marks) (In progress is 1 Marks, Completed is 2 Marks)</p>	Modify	<p>Please provide two citations as per Form 10.3.5. Citations will be evaluated based on the following parameters:</p> <p>a) Value of the project (2 Marks) ( &lt; 5 Cr is 1 Marks, &gt;5 Cr is 2 Marks)</p> <p>b) Similarity in the scope of transition services (2 Marks) (eTendering 1 Marks, eAuction 2 Marks )</p> <p>c) Project Status (1 Marks) (In progress is .5 Marks, Completed is 1 Marks)</p>

S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
6	RFP volume II, point 7.8.2, B	<p>Previous Back Office Project Experience of Service Provider or its Parent organization.</p> <p>Please provide two citations as per Form 10.3.6. Each citation will be evaluated based on the following parameters:</p> <p>a) Value of the project (3 Marks) (&lt; 5 Cr is 1 Marks, 5-10 Cr is 2 Marks, &gt;10 Cr is 3 Marks)</p> <p>b) Similarity in the scope of transition services (5 Marks) (One Mark for Each Module (Finance, HR, Admin, File Management, Payroll, Works Management)</p> <p>c) Project Status (2 Marks) (In progress is 1 Marks, Completed is 2 Marks)</p>	Modify	<p>Previous Back Office Project Experience of Service Provider or its Parent organization.</p> <p>Please provide two citations as per Form 10.3.6. Each citation will be evaluated based on the following parameters:</p> <p>a) Value of the project (2 Marks) (&lt; 5 Cr is 1 Marks, &gt;5 Cr is 2 Marks)</p> <p>b) Similarity in the scope of transition services (2 Marks) (0.5 Marks for Each Module (Finance, HR, Admin &amp; Payroll)</p> <p>c) Project Status (1 Marks) (In progress is 0.5 Marks, Completed is 1 Marks)</p>

S.No	RFP Document Reference(s) (section number/ page)	Original Clause	Clause add/delete /modify	Amended Clause
7	Annexure 7.1 point 5 (b)	b. Laster Printers: 2 Laster printers.	Modify	b. Laser Printers: 1 Black and white, network Laser printer with a duty cycle of approximately 500 pages per day connected on network. All the cost of consumables are borne by the Board. However, bidder shall submit a report on number of copies printed on weekly basis with detailed IP address/user details.

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