

Consolidated Pre-Bid Queries for the selection of Software development agency				
S. No	RFP Document Reference(s)	Content of RFP requiring Clarification(s)	Points of clarification	Clarification from ETTSA
Agency 1				
1	Page 24, 1.6.3	For ongoing projects more than 10 months phase completion certificate valid.	Whether it would be matched with initial execution PERT chart or any phase completion would be valid.	Any Phase Completion
2	Page 24, 1.6.3 (Relevant Strengths)	10 marks separately allotted for project execution in private and public sector.	Can it be combined with Govt and PSU project?	No, Separate projects to be given
3	Page 26	Personnel experience maximum marks should match with the minimum experience asked (pg 24) as every year's of excess experience shall have a major impact of the project cost.		No Change
4	Page 31, 1.8.5	The web portal should support email and SMS integration.	Whether SMS enablement cost through the service provider for one year has to be borne by SDA.	For Integration and SMS Cost, the cost will be borne by the department. SDA has to facilitate integration.
5		If yes Please list down the Key API support that the portal should provide.		For Integration and SMS Cost, the cost will be borne by the department. SDA has to facilitate integration.
6	Page 32	Non-functional requirements- Measurable :	Whether ETTSA has set any standards for response time which would be matched during UAT. It may be listed please.	The parameters can be mutually agreed at the time of UAT. No such parameters are defined as of now.
7		The list of e-services listed in the scope of work is as follows : e-return, e-payment and excise related applications.	Please clarify whether excise related applications point to migrate of covis application. If not kindly list down other services as well for better estimation.	Enhancement in Excise Module in the existing COVIS application will be got done on the basis of unit rates of manpower, as per financial bid.
8		Cost involved in tying up with payment gateways to be integrated with e-payment services would be borne by department or SDA.	This needs to be clarified.	Any integration cost with Third Party will be borne by the department. SDA has to facilitate integration.

Agency 2

9	1.6.3. Scoring Model Page No.-24	<p>RELEVANT STRENGTHS</p> <p>2. Experience in Software Application Development and maintenance in India for Private Sector to be demonstrated in a maximum of 5 engagements of value more than INR 8 Lakhs. The work order should have been issued within the last 5 years, as on 31st Mar 2017.</p> <p>Supporting - For Completed Projects: Completion Certificates from the client AND Work Order For Ongoing Projects more than 10 months: Work Order + Phase Completion Certificate & Feedback from the client</p>	<p>RELEVANT STRENGTHS</p> <p>2. Experience in Software Application Development and maintenance in India for Private Sector to be demonstrated in a maximum of 5 engagements of value more than INR 8 Lakhs. The work order should have been issued within the last 5 years, as on 31st Mar 2017.</p> <p>Supporting - For Completed Projects: Completion Certificates from the client or Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory); AND Work Order For Ongoing Projects more than 10 months: Work Order + Phase Completion Certificate & Feedback from the client or Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory)</p>	<p>For the Purpose of Proposal Submission, Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory) will be considered whereas in case vendor is selected as SDA, he has to submit Completion Certificate within 3 months of LOI issue date.</p>
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10	1.6.3. Scoring Model Page No.-24	<p>RELEVANT STRENGTHS</p> <p>3. Experience of Software Application Development and maintenance in Indian Government department / PSU, to be demonstrated in a maximum of 5 engagements of value INR 8 Lakhs or above that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>Supporting - For Completed Projects: Completion Certificates from the client AND Work Order For Ongoing Projects more than 10 months: Work Order + Phase Completion Certificate & Feedback from the client</p>	<p>RELEVANT STRENGTHS</p> <p>3. Experience of Software Application Development and maintenance in Indian Government department / PSU, to be demonstrated in a maximum of 5 engagements of value INR 8 Lakhs or above that have either been completed or an ongoing project where deliverable or milestone has been successfully met relevant to the experience.</p> <p>Supporting - For Completed Projects: Completion Certificates from the client or Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory); AND Work Order For Ongoing Projects more than 10 months: Work Order + Phase Completion Certificate & Feedback from the client or Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory)</p>	<p>For the Purpose of Proposal Submission, Self Certificate of Completion (Certified by the Statutory Auditor/ Authorized Signatory) will be considered whereas in case vendor is selected as SDA, he has to submit Completion Certificate within 3 months of LOI issue date.</p>
11	1.8.3 COVIS Migration Page No.-30	<p>In this era of Technology, new up-gradations are coming every day and department wants to migrate the existing IT solution for VAT Administration & Excise – “COVIS” already running in Oracle 10 g Suite and 11g database for their existing VAT cases/dealers to the latest update of Oracle Suite and Oracle Database.</p>	<p>Kindly clarify if the existing COVIS system is to be abolished and the application can be redeveloped in JAVA. If the Oracle forms also is to be used for any enhancements.</p>	<p>Department is using COVIS from last more than 15 years and familiar with the interface. If the new development cost for redevelopment in JAVA is lesser and the interface can be made similar, Department does not have any problem in SDA redeveloping the existing COVIS system whereas the acceptance of the same will be subject to Security Assessment by ETTSA / any nominated agency by ETTSA.</p>

12	1.15.1. Penalty Page No.-50	<p>Penalty Chart -</p> <p>3. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) $\geq 85\%$ and $< 90\%$ -- 5% of Quarterly Payment</p> <p>4. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) $\geq 80\%$ and $< 85\%$ -- 10% of Quarterly Payment</p> <p>5. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) is $< 80\%$ -- 15% of Quarterly Payment</p> <p>In case of continuous unsatisfied performance of SDA (Penalty of 15% for 3 continuous quarters), ETTSA reserves the right for termination of the contract.</p>	<p>Kind request you to please relax this clause as -</p> <p>Penalty Chart -</p> <p>3. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) $\geq 80\%$ and $< 90\%$ -- 5% of Quarterly Payment</p> <p>4. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) is $< 80\%$ -- 10% of Quarterly Payment</p> <p>5. Point to be deleted</p> <p>In case of continuous unsatisfied performance of SDA (Penalty of 10% for 3 continuous quarters), ETTSA reserves the right for termination of the contract.</p>	<p>Penalty Chart -</p> <p>3. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) $\geq 85\%$ and $< 90\%$ -- 2% of Quarterly Payment</p> <p>4. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) $\geq 80\%$ and $< 85\%$ -- 5% of Quarterly Payment</p> <p>5. Credit total of quarter (as mentioned in section 1.14.2 of this RFP) is $< 80\%$ -- 10% of Quarterly Payment</p> <p>In case of continuous unsatisfied performance of SDA (Penalty of 10% for 3 continuous quarters), ETTSA reserves the right for termination of the contract.</p>
13	1.16.2 Termination for Default Page No.-51	<p>III. (a). If there is breach which translates into default in providing services by the SDA as per any SLA and this Agreement, continuously for more than three payment periods and penalty of 15% of quarterly payment, then ETTSA or any of its nominated agencies will serve a thirty days' notice for curing this material breach. In case the material breach continues after the notice period, ETTSA will have the option to terminate the Agreement. ETTSA would further have the right to encash the Performance Bank Guarantee. A notice of at least 30 days to be given in any case of termination.</p>	<p>Kind request you to please relax this clause as -</p> <p>III. (a). If there is breach which translates into default in providing services by the SDA as per any SLA and this Agreement, continuously for more than three payment periods and penalty of 10% of quarterly payment, then ETTSA or any of its nominated agencies will serve a thirty days' notice for curing this material breach. In case the material breach continues after the notice period, ETTSA will have the option to terminate the Agreement. ETTSA would further have the right to encash the Performance Bank Guarantee. A notice of at least 30 days to be given in any case of termination.</p>	Agreed

14	1.8.3 COVIS Migration (Page No: 30)	<p>In this era of Technology, new up-gradations are coming every day and department wants to migrate the existing IT solution for VAT Administration & Excise – “COVIS” already running in Oracle 10 g Suite and 11g database for their existing VAT cases/dealers to the latest update of Oracle Suite and Oracle Database. The current deployment of COVIS is Three Tier Architecture using Citrix on Windows Server which needs to be completely web enabled using 12C Weblogic Server on LINUX environment. Any desktop/ Laptop machine to be used to launch application using any common browser</p>	<p>As per RFP Annexure III, Covis Application is used by both Internal and External Users but User count is not specified Application. As hardware recommendations to be submitted in technical proposal. Please confirm the Covis & WebPortal Application Users (Internal and External) along with User Average Concurrency to size the hardware/software platform</p>	<p>There are approximately 1000 department users which will use COVIS and the concurrency can be considered at 200 users. COVIS is not used by external users i.e. its accessible only over Intranet.</p>
15	1.8.5 Other Functional Requirements (Page No: 31) 1.8.6 Non Functional requirements (Page No: 32,33)	<p>Functional requirements III. The Portal Solution should be based on Open Standards. VIII. Dealers should be provided with a username and password to login on Portal to access e-Services. Non Functional requirements Scalability a. System should be able to be to scale (processing capacity, storage etc.) to support higher volume/rate of transactions dynamically, without any loss of service time. Reliability Requirements a. System uptime should not be less than 99.95%. This excludes the planned / scheduled downtime.</p>	<p>As per Web Portal requirement, Open Standards should be followed and System should be scalable (Scale up, Scale Out) Please confirm if Open Source Application Server Software should be backed with commercial OEM support to support enterprise features such as Clustering, Load Balancing, 24x7 Support etc. Also confirm if Enterprise Open Source Database can also be proposed with Commercial Support (24x7) to meet Open Standards or Oracle Database is mandatory to be propose for Web Portal/Covis Application</p>	<p>SDA has to maintain uptime of 99.95%. If to achieve this, any commercial support need to be considered, please consider the same in commercials. Oracle Database is not mandatory for the new development being done by the SDA but the database used by SDA should support data sync with other type of databases like Oracle, MySQL etc in case required.</p>
16	1.8.6 Non Functional requirements (Page No:33)	<p>Security Requirements a. System should be able to encrypt the sensitive data while storing in the database</p>	<p>As per security requirement for application system, sensitive data to be encrypted while storing in database, Please confirm Encryption license to be included</p>	<p>SDA can choose any encryption algorithm in coding to encrypt data. No commercial tool is required.</p>

17	1.8.5 Other Functional Requirements (Page No: 31)	VIII. Dealers should be provided with a username and password to login on Portal to access e-Services. Non Functional requirements	As per User Authentication to be secured, Please confirm if two-factor authentication such as OTP via SMS or Phone call is required for Web Portal login	At login stage, two-factor authentication is not required. After SMS is integrated by SDA, all transactions should be made OTP enabled.
18	General Functional Requirement	Portal would have provision to save or upload documents such as Photograph JPEG (minimum resolution of 640 x 480 pixels) and Scanned documents TIFF (Resolution of 600 X 600 dpi)	Please confirm if Cavis Application Data is saved to Database Server with old data size (600GB) or File Server also have other documents which would be migrated to new platform. Also confirm the File data size to be migrated along with type of files	As of now, there are no files maintained or to be migrated. We have requested for provision to save and upload documents such as Notifications, Orders, Tenders, Act and Rules etc. as required by department from front end.
19	Operations and Maintenance (AMC) 1.10.1 Application and Software Management (Page No: 38)	XII. Application and database backups	In O&M phase, Backup of Application and Database is included in scope of SDA, Please confirm if SDA would propose Enterprise Backup Software or Department would procure it separately via DC Infra hosting provider and same Agency would manage backup/restore operations for O&M phase while SDA would support for operations.	Backups should be scheduled through shell/ automated scripts. No commercial software to be procured for the same.
20	General	All the software (database, operating system, other third party software) and hardware for UAT/ production environment will be provided by the Department of Excise and Taxation, Punjab.	Kindly confirm the same.	All essential Hardware and Software Licenses will be provided by the department. Any Software required for development will be responsibility of SDA. Also creating and setting up testing environment for UAT will be responsibility of SDA.
21	Form 2A: Details of Financial Bid Page No.-79	Support Manpower Prices (As used in above calculations)	Please clarify about the validity of the Support Manpower Prices i.e. for how many days/ month/ year; the Support Manpower Rates will be valid.	It will be valid for whole term of contract. (even in case of extension same rate will be applicable)
22	General	Oracle database support	Please specify how many Oracle database licenses is required with ATS support for how many years.	Oracle licenses will be provided by the department.