

I. KPMG

Sl. No.	Bidding Document Section	Bidding Document Reference	Point of Requiring Clarification	Points of Clarification	Decisions
1.	3.3 (33)	Functional Requirements	<p>c. Feature of uploading pictures or videos, geographical location etc when registering the complaint documents.</p> <p>d. Pre-defined rules regarding disposal of different types of complaints to be incorporated in the system.</p>	Rules for disposal of complaints will not have requirement of image analytics, pls confirm?	Disposal of Complaints would not be requiring Image Analytics.
2.	3.3 (47)	Functional Requirements	If at any time during the development of application, any changes are brought about by the Government of		<p>The following modification is done in the RFP:</p> <p>"If at any time during the development of application, any changes are brought about by the Government of India with regard to the processes as described above, the same must be incorporated in the application without any additional charges, if the effort for such changes requires up to 25% of the man-month as provided under</p>

			<p>India with regard to the processes as described above, the same must be incorporated in the application without any additional charges.</p>		<p>the table at para 7.1.1 Col (d). However, if the effort for change requires more than 25% of the man-month as provided under the table at para 7.1.1 Col (d), then the additional effort over and above 25% of the man-month as provided under the table at para 7.1.1 Col (d) shall be eligible for compensation, which is to be computed at the unit rate as provided in the tender. The Service Provider shall provide the estimate of efforts required for such changes, which shall be approved by o/o Jute Commissioner. This shall be applicable till the application is made live.”</p>
<p>3.</p>	<p>3.3 (48e)</p>	<p>Functional Requirements</p>	<p>Multilingual Support: The app should be designed to support multiple languages, accommodating traders and importer from various regions who may have different language preferences.</p>	<p>By multilingual, do we mean only Hindi and English, please confirm?</p>	<p>By multilingual, it is meant English, Hindi, Bengali & Assamese</p>
<p>4.</p>	<p>3.4.1 (4)</p>	<p>Technical Requirements</p>	<p>Digital Signature/e-sign to authorize documentation. JC to have featured to define the</p>	<p>1. Does the current application have digital signature capability? If so, please specify</p>	<p>1. The current application does not have Digital Signature Capability. 2. The Digital Signatures shall be procured by the users.</p>

			<p>authorization of different kind of transaction based on e-sign/digital signature. Some of the key transactions are</p>	<p>what software is being used and can the licenses be re-used for the new application? 2. Are DSC available for users and how these are stored, e.g. HSM, USB token etc.</p>	
<p>5 to 9</p>	<p>3.4.3</p>	<p>Deployment & Infrastructure setup</p>	<p>Further, the Service Provider is expected to provide the necessary support for the existing IT Infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.</p>	<p>Please elaborate on the support needed, is this limited to only application support or support should be extended to System software and hardware maintenance also?</p>	<p>The provision "Further, the Service Provider is expected to provide the necessary support for the existing IT infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch." is deleted from clause 1 of point 3.4.3.</p>
<p>10.</p>	<p>3.4.3 (2)</p>	<p>Deployment & Infrastructure</p>	<p>Service Provider to deploy minimum four different instances</p>	<p>We are assuming - all the environments - Development,</p>	<p>Yes, the environments for Development, Staging, Testing and Production will be provided by NIC or any MeitY empanelled cloud provider. The existing hardware may be utilized to the extent</p>

		culture setup	for the upgraded system:	Staging , Testing and Production will be provided by NIC or any Meity empanelled cloud provider	possible by the Service Provider and the infrastructure sizing may be done keeping in view the existing hardware and the requirements of the system.
11.	3.4.3	Deployment & Infrastructure setup	Service Provider to plan infrastructure requirements needed for upgraded system based on load requirements to meet the SLAs. Further, the Service Provider is expected to provide the necessary support for the existing IT infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.	Please specify who will take care of hardware maintenance activity for all the environments mentioned above?	The solution is expected to be hosted on the cloud service provided by the NICSI or any Meity empanelled cloud provider. The responsibilities shall be divided between the cloud service provided and the o/o Jute Commissioner as per the terms of the contract. Service provider is expected to provide technical support for the responsibilities entrusted to o/o Jute Commissioner as per the terms of the contract.
12.	3.4.3	Deployment &	Service Provider to plan infrastructure	All the physical servers/ VMs	The provision "Further, the Service Provider is expected to provide the necessary support for the existing IT infrastructure of the o/o

	Infrastructure setup	<p>requirements for upgraded system based on load requirements to meet the SLAs. Further, the Service Provider is expected to provide the necessary support for the existing IT infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.</p>	<p>would require operating system, we are presuming cost for these Operating systems licenses would be borne by JCI. Please confirm.</p>	<p>Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.” is deleted from clause 1 of point 3.4.3.</p>
13.	3.4.3 Deployment & Infrastructure setup	<p>Service Provider to plan infrastructure requirements for upgraded system based on load requirements to meet the SLAs. Further, the Service Provider is</p>	<p>We are presuming installation and commissioning and subsequent maintenance will be carried out by NIC or the CSP, please confirm?</p>	<p>The solution is expected to be hosted on the cloud service provided by the NICSI or any Meity empanelled cloud provider. The responsibilities shall be divided between the cloud service provider and the o/o Jute Commissioner as per the terms of the contract. The service provider is expected to provide technical support for the responsibilities entrusted to o/o Jute Commissioner as per the terms of the contract.</p>

14.	3.4.3 (10)	Deploy ent & Infrastru cture setup	<p>expected to provide the necessary support for the existing IT infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.</p> <p>The development of the application and its deployment must conform to the Cert-IN guidelines for Secure Application Design, Development and Implementation & Operations. The deployment shall be done only after the Information Security Audit from the Cert-IN empanelled</p>	Will the cost of the audit be borne by the SP, please confirm?	The SP shall bear the cost of Audit.
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	15.	3.5.2 (1)	Software Ownership	<p>agencies. The SP shall be responsible for conducting the Security Audit each year and the necessary corrective actions as may be required.</p> <p>All components of upgraded system delivered as a part of this engagement by the Service Provider shall be passed on to the JC with all intellectual property rights along with the source code of the platform including customizations.</p>		<p>Since the application is to be designed for the Office of Jute Commissioner, all IPR along with the source code shall be the property of Office of Jute Commissioner.</p>	
	16.	3.7	Project Milestones	<p>The proposal has been considered, and the following changes are made in para 3.7:</p>	<table border="1"> <tr> <td data-bbox="656 485 1187 1047">Milestone</td> <td data-bbox="656 380 1187 485">Time (Weeks)</td> </tr> </table>	Milestone	Time (Weeks)
Milestone	Time (Weeks)						

			<p>upgraded system based on load requirements to meet the SLAs. Further, the Service Provider is expected to provide the necessary support for the existing IT infrastructure of the o/o Jute Commissioner hosting the present Jute SMART system and ensure that system is running without any glitch.</p>		<p>Milestone 01 Completion of resource mobilization as per the proposed plan, submission of detail project plan and its alignment with JC.</p> <p>Milestone 02 Technical architecture finalization and sharing of HW infrastructure requirements for the planned load to meet the performance SLAs.</p> <p>Milestone 03 Completion of functional requirement specification and sign-off from JC.</p> <p>Milestone 04 (D_{Go Live}) Go Live. Service Provider to deliver all the scoped items and commission them as per the agreement with JC.</p> <p>Milestone 05 End of warranty support</p> <p>Note: Operation and Maintenance will start after Milestone 04.</p>	<p><= 3 weeks from the date of signing of contract.</p> <p><= 5 weeks from the date of signing of contract.</p> <p><= 9 weeks from the date of signing of contract.</p> <p><= 28 weeks from the date of signing of contract.</p> <p>D_{Go Live}+ 60 months.</p>
<p>17.</p>	<p>6.3</p>	<p>Pre-Qualification Criteria</p>	<p>The bidder should have an annual turnover of at least Rs 5 Crores from software development and/or software services in each of the last three financial years (FY 2020-21, 2021-22 and 2022-23).</p>		<p>No change in the criteria.</p>	<p>Page 08</p>

II. CUBASTION

Sl. No.	Bidding Document Section	Point of Requiring Clarification	RFP	Points of Clarification	Decisions
1.	Section 4	Submission Process	Last date for receipt of proposals in response to RFP notice: 23.07.2024	Could you please clarify the difference in the bid submissions Dates in Gem Portal and RFP Document? Bid end date listed on the GeM portal: (01-07-2024 20:00:00)	The last date for submission has been corrected .
2.	7.1	Commercial Bids		<p>Could you please clarify how vendors should proceed with the commercial bid according to section 7.1: Commercial Bids, the subsections are divided into three parts:</p> <ul style="list-style-type: none"> - 7.1.1 Part 1 - Fixed Implementation Services - 7.1.2 Part 2 - 1st Year Fixed Monthly O&M - 7.1.3 Part 3 - 2nd Year Onward Fixed Monthly O&M <p>However, the GeM portal only allows us to enter the</p>	<p>1. In GeM, the total price of the service as a whole, (i.e. price for fixed implementation services and total price for O&M for 5 years thereafter) inclusive of taxes as applicable is to be quoted.</p> <p>2. The price breakup as required in proforma 7.1.1, 7.1.1.2, 7.1.1.3 is to be provided as an attachment with the financial quotation. It is emphasized that the financial quotations or the financial proforma 7.1.1, 7.1.2 and 7.1.3 shall in no case be attached with technical bid. In case any of financial proforma is attached with</p>

					offer price as a whole.	technical bid, the same shall be summarily rejected during technical evaluation. 3. Since the provision for attaching the proforma has not been enabled in the existing bid, the same is cancelled and new bid vide No. GEM/2024/B/5184018 Dated 19-07-2024 has been uploaded.
3.					Should the service provider migrate the legacy data from existing Jute Smart 1.0 to Jute Smart 2.0 ?	Yes, the legacy data is to be migrated by the service provider from existing Jute Smart application to Jute Smart 2.0
4.	3.3 (12)	Functional Requirement	Generation of reports relating to bank balances, interest deposit, status of payments vis-a-vis indents and available balances etc. Processing of TDS deducted under Income Tax and GST laws.		Could you please share the details regarding how many reports to generated and what are those reports ?	The exact number of reports shall be arrived at during the requirement specification and the BPR. However, existing system has approx. 70 numbers of reports.
5.	3.3 (46)	Functional Requirement	SP to design the raw jute trade process flow into the application. The jute goods imports are also to be incorporated into the process flow for monitoring and reporting.		Could you please share the existing process flow on how Raw jute traders and Jute good importers are capturing the necessary details?	The process flow for the capturing of the details by the raw jute traders and importers shall be finalized during the BPR. However, as on date, the raw jute traders and the importers submit the periodic returns regarding the purchases and sales made by them.
6.	3.3	Functional	Multilingual Support:		How many languages is	English, Hindi, Bengali & Assamese

(48)	Requirement	The app should be designed to support multiple languages, accommodating traders and importer from various regions	the mobile application expected to support?	
7.	Earnest Money Deposit	Bidders claiming Special category concessions for EMD from the Government shall be governed under respective provisions and guidelines of the Government of India. Bidders submitting their bids under the given category would be required to submit certification issued by appropriate agency of the Government to substantiate their claim for their benefit hence solicited.	Does this RFP offer EMD relaxation for MSMEs?	As per Rule 170 - GFR 2017 (as amended) issued by the Ministry of Finance, DoE, Bid Security (also known as Earnest Money) is to be obtained from the bidders except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department. Only Micro and Small Enterprises (MSEs) are eligible for EMD exemption.

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III. GAIA

Sl. No.	Bidding Document Reference	Point of RFP Requiring Clarification	Points of Clarification	Points of Decisions

1.	on	6.3	<p>The bidder should have successfully completed (until Go- Live Stage) a software development/impl ementation of project(s) and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last 3 FY (2020-21, 2021-22 and 2022-23)meeting any one of the following criteria.</p> <p>1. Minimum one project of amount equal to or more than INR 4.8 Cr</p> <p>Or</p> <p>2. Minimum two projects each of amount equal to or more than INR 3 Cr.</p> <p>Or</p> <p>3. Minimum three projects each of</p>	<p>Please add FY 2023-24 in bidder experience, As stated below: The bidder should have successfully completed(until Go- Live Stage) or Ongoing(Operatio n & maintenance) a software development/impl ementation of project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last 3 FY (2020-21, 2021-22 and 2022-23) or 2023-24)meeting any one of the following criteria.</p> <p>1. Minimum one project of amount equal to or more than INR 4.8 Cr</p> <p>Or</p> <p>2. Minimum two</p>	<p>1. Request for amendment has been accepted in view of the fact that FY 2020-21 has been marred by the spread of Novel Corona Virus 2019 and the FY 2023-24 has been completed. However the turnover and profitability shall be based on the Financial Statements and those may be available up to FY 2022-23.</p> <p>2. The following changes are made in the Section 6.3</p>
			<p>Pre-qualification Criteria</p> <p>The bidder should be a company registered under the Companies Act, 1956 as amended in 2013, should have registered office in India for the last five years and must have been operating in India for past five financial years (FY 2017-18 through 2022-23).</p>	<p>Pre-qualification Criteria (Revised)</p> <p>The bidder should be a company registered under the Companies Act, 1956 as amended in 2013, should have registered office in India for the last five years and must have been operating in India for past five financial years (FY 2018-19 through 2023-24).</p>	
			<p>The bidder should have an annual turnover of at least Rs 5 Crores from software development and/or software services in each of the last three financial years (FY 2020-21, 2021-22 and 2022-23).</p>	<p>No changes, as the financial statements for FY 2023-24 may not be available.</p>	
			<p>The turnover refers to the turnover of the company and not the composite turnover of its subsidiaries/ sister concerns etc. from</p>		

		<p>amount equal to or more than INR 2.4 Cr</p>	<p>projects each of amount equal to or more than INR 3 Cr. Or 3. Minimum three projects each of amount equal to or more than INR 2.4 Cr</p>	<p>software development and/or software services. The turnover should exclude sales of system software or COTS/hardware/hosting/non-development services. The bidder must have at least 50 number of software developers with minimum qualification of B.E/B. Tech/M.E/M.Tech/MCA on its pay rolls for last three financial years (2020-21, 2021-22 and 2022-23)</p>	<p>The bidder must have at least 50 number of software developers with minimum qualification of B.E/B. Tech/M.E/M.Tech/MCA on its pay rolls for last three financial years (2021-22, 2022-23 and 2023-24) No changes, as the financial statements for FY 2023-24 may not be available. The bidder should have successfully completed (until Go-Live Stage)a software development/implementation project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during</p>
				<p>The bidder should have positive net worth during last three financial years (2020-21, 2021-22 and 2022-23). The bidder should have successfully completed (until Go- Live Stage)a software development/implementation project(s) of nature and complexity SIMILAR to the scope of requirements described in Section 3 (State of Work) during last three financial years (2020-21, 2021-22 and 2022-23)meeting any one of the following criteria</p>	

				<p>Bidder should have experience of working for Central Govt. / State Govt./ PSU/ Autonomous Bodies/ Statutory Bodies for software development and/or IT solutions delivery in the last three financial years (FY 2020-21, 2021-22 and 2022-23).</p>	<p>last three financial years (2021-22, 2022-23 and 2023-24) meeting any one of the following criteria Bidder should have experience of working for Central Govt. / State Govt./ PSU/ Autonomous Bodies/ Statutory Bodies for software development and/or IT solutions delivery in the last three financial years (FY 2021-22, 2022-23 and 2023-24).</p>				
<p>2.</p>	<p>6.4 Technical Evaluation Criteria with Marks</p>	<p>Project Bidder developed at least software similar to the complexity of RFP, during last 3 years i.e. the last 3 FY (FY2020-21, 2021-22, 2022-23). Marks for the submitted project will be awarded as per the following project value (INR) criteria: Total value of projects more than Rs 15Cr : [7.5 marks]</p>	<p>Request for Amendment: Please add FY 2023-24 in bidder's experience, as stated below: Project Size: Bidder has developed at least a software similar to the complexity of RFP, during last 3 years i.e. the last 3 FY (FY2020-21, 2021-22, 2022-23, 2023-24)</p>	<p>1. Request for amendment has been accepted in view of the fact that FY 2020-21 has been marred by the spread of Novel Corona Virus 2019 and the FY 2023-24 has been completed. However the turnover and profitability shall be based on the Financial Statements and those may be available upto FY 2022-23. 2. The following changes are made in the Section 6.4</p>	<table border="1"> <thead> <tr> <th data-bbox="1078 575 1312 638">Pre-qualification Criteria</th> <th data-bbox="1078 638 1312 1045">Pre-qualification Criteria (Revised)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1078 638 1312 1045"> Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/ M.Tech) on the bidder's payroll. 1. More than or equal to 300 [15marks] 2. More than or equal to 200 less </td> <td data-bbox="1078 638 1312 1045"> Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/M.Tech) on the bidder's payroll as on 31.03.2024. 1. More than or equal to 300: [15marks] 2. More than or equal to 200 less </td> </tr> </tbody> </table>	Pre-qualification Criteria	Pre-qualification Criteria (Revised)	Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/ M.Tech) on the bidder's payroll. 1. More than or equal to 300 [15marks] 2. More than or equal to 200 less	Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/M.Tech) on the bidder's payroll as on 31.03.2024. 1. More than or equal to 300: [15marks] 2. More than or equal to 200 less
Pre-qualification Criteria	Pre-qualification Criteria (Revised)								
Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/ M.Tech) on the bidder's payroll. 1. More than or equal to 300 [15marks] 2. More than or equal to 200 less	Number of Software Developers (having minimum qualification: B.E/ B. Tech/ MCA/M.Tech) on the bidder's payroll as on 31.03.2024. 1. More than or equal to 300: [15marks] 2. More than or equal to 200 less								

			<p>Total value of projects more than Rs 7.2Cr less than Rs 15Cr : [5 marks] Total value of projects more than Rs 4.8Cr less than Rs. 7.2Cr : [2.5 marks]</p>	<p>24). Marks for the submitted project will be awarded as per the following project value (INR) criteria: Total value of projects more than Rs 15Cr : [7.5 marks] Total value of projects more than Rs 7.2Cr less than Rs 15Cr : [6 marks] Total value of projects more than Rs 4.8Cr less than Rs. 7.2Cr : [2 marks]</p>	<p>3. Project Size: Bidder has developed at least a software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2020-21, 2021-22, 2022-23).</p> <p>Project Experience: Bidder has developed software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2020-21, 2021-22, 2022-23).</p> <p>Operation & Maintenance Experience: Bidder has experience of Operations and Maintenance of software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2020-21, 2021-22, 2022-23).</p>	<p>4. More than or equal to 200 less than 300: [12marks] 5. More than or equal to 100 less than 200: [9marks] More than or equal to 50 less than 100 : [6marks]</p> <p>Project Size: Bidder has developed at least a software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2021-22, 2022-23, 2023-24).</p> <p>Project Experience: Bidder has developed software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2021-22, 2022-23, 2023-24).</p> <p>Operation & Maintenance Experience: Bidder has experience of Operations and Maintenance of software similar to the complexity of RFP, during last 3 years i.e. the last three financial years (FY 2021-22, 2022-23, 2023-24).</p>
3.	3.8.2	Support Structure	Minimum one person must be	Request for Amendment:	No change in the condition.	

		& Change	deployed full time onsite at JC office for functional clarification, interaction with JC executive and co-ordinate with SP offsite team. The onsite person will be Single Point of Contact for JC to any interaction.	Please allow to work in hybrid mode. We will present as or when required for meetings.	
4.	6.3	Pre-Qualification Criteria	Power of Attorney from the bidder, in the name of person signing the Bid, authorizing him to submit/execute this agreement as a binding document.	Request for clarification: Can we submit board resolution letter instead of POA?	Board resolution can be submitted.

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Winjit Technologies Private Limited

Sl No.	Bidding Document Section	Point of Requiring Clarification	RFP	Points Clarification	Decisions
1.	7.0 Functional Requirement	A pricing framework which will have configurable interface (without code change) to define price and rate		Is matrix for calculating the pricing will be fixed or it will be dynamic	The formula for calculating the price shall be fixed. However, provision may be made to change the formula later on as per the Government rules.

	2.	10		<p>estimation for SPA, respectively. The estimation will be based on attributes and rules defined by JC. Some of the key attributes are:</p> <p>do we have to integrate payment gateway for payments ?</p>	<p>All internals payments will be processed via portal only or outside portal or we have to track the approvals and payments?</p>	<p>No payment gateway is required to be built. The payment shall be made through integration with the banks' system.</p>
	3.	4	Pre-qualification Criteria	<p>The bidder must have either of the following certification: Valid CMMI Level 3 or above (or) Valid ISO/IEC 27001: 2013, ISO/ IEC 20000 and ISO 9001: 2015 (or above)The certification should be valid on the date of bid submission. In case the CMMI certification is under renewal, the Bidder shall provide the details of the previous CMMI certification and the current assessment/ details for consideration in</p>	<p>Either ISO or CCMi is Required or we need to submit both ,which one is mandatory certification required for eligibility</p>	<p>The relevant clause is self-explanatory.</p>

			the Bid process.		do we have to integrate existing masters of Jute Mill/vendors/suppliers etc from old system	Master DB is available in the existing Jute Smart portal. Since the existing data is to be migrated from the existing portal to Jute Smart 2.0, the existing users will have to be integrated with the new system.
Other queries	Integrating master data of jute mills / vendors etc. from old system				SMS charges/SSL/Domain name - all these costings/allocations, how all these will be billed/charged	The cost shall be borne by o/o Jute Commissioner.
	Mail notification - SMTP will be given by buyer?				Mail notification - SMTP will be given by buyer?	Yes, SMTP shall be given by o/o Jute Commissioner.
	PFMS Integration				for PFMS integration - buyer will undergo MoU with PFMS team or bidder has to manage that	It will be decided during BPR.