

Replies to pre-bid Queries

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|---------|-------------------------|------|--|---|--|--|-------------|
| 1       | Vupadhi Techno Services | 6    | 3. Scope of Work<br>3.3 Core Tech Features<br>• Blockchain for records securitization    | Blockchain for records securitization   | Please let us know which data records need to be securitized.<br><br>Documents such as:<br>• Vendor Registration data and documents<br>• Bid History for auction<br>• Invoices and Payments<br><br>Request you to please confirm the same. | Buyer & Seller Data and Documents, Bid history, Payment Details, Contracts, Despatch Information, Invoice, Quality Assessment details are to be securitized  |             |
| 2       | Vupadhi Techno Services | 10   | 4.2 Technical Bid Criteria & Evaluation<br>Technical Evaluation Framework<br>Serial No.2 | The bidder should have experience in providing customized Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.  | As per our understanding is that in order to be qualified, the bidder must have prior experience in developing customized software. Blockchain platform experience is not required.<br><br>Please confirm the same                         | Bidder should have experience in providing customised Software solution or Digital Technology Project with Central / State Government / ULBs / PSEs in last 5 years. Lack of experience in Blockchain Technology Platform will not be factored in QCBS Scoring in this particular parameter. |             |
| 3       | Vupadhi Techno Services | 12   | 5.2 Price Quotation  | Security and functional audit fee (Audit to be conducted from STQC or any CERT-IN certified agency)   | Annual STQC/CERT-IN audits are necessary, or a pre-go-live audit is adequate.<br><br>Please confirm the same.  | A valid STQC / CERT-IN Audit Certificate should be present throughout the Warranty Period. In addition to this, 3rd Party Functional Audit is also to be carried out.  |             |
| 4       | Vupadhi Techno Services | 3    | 2.3 Earnest Money Deposit/Performance Security Deposit                                   | b) The bids without EMD shall be summarily rejected. However, exemption from payment of EMD will be given as per Gem T&Cs.<br><br>We are registered with UDYAM-TS-09-0013575.<br><br>As per the GEM terms our category comes under 62 - Computer programming, consultancy and related activities.<br><br>GEM: Item Category - Custom Bid for Services - Design development operations and maintenance of a blockchain based eauction platform in the supply chain of jute | Please confirm our eligibility for exemption of EMD  | Exemption of EMD shall be administered as per Gem 4.0 Terms and Conditions   |             |

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| 5       | Ernst & Young LLP | 11             | 3 Technical Evaluation Framework | The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.<br>1 - 2 Project = 5 Marks<br>3 - 4 Project = 10 Marks<br>5 - 6 Project = 20 Marks<br>Above 6 Projects = 30 Marks | We kindly request JCI (Jute Corporation of India) to furnish a more detailed clarification on whether bidders with experience in both project-specific on large IT transformation with or without blockchain component would be considered for this evaluation   | Please refer to reply given against Query#2   |             |
| 6       | Ernst & Young LLP | 11             | 1 Technical Evaluation Framework | The Bidder should possess following valid certifications.<br>• ISO 9001:2008 or higher<br>• ISO 27001 or Higher<br>• CMMi3 or Higher<br>Any 2 Certificate – 2 Marks<br>All the 3 Certificate – 5 Marks   | We would like to request to change the clause as below:<br>The Bidder should possess following valid certifications.<br>• ISO 9001:2008 or higher<br>• ISO 27001 or Higher<br>• CMMi5<br>We request to increase the minimum certification to CMMi5 level. The lesser certification may invite competition from smaller firms, which may not be able to sustain such a significant project for a longer duration considering quality of work and advanced technology implementation | No changes  |             |
| 7       | Ernst & Young LLP | 11             | 3 Technical Evaluation Framework | The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.<br>1 - 2 Project = 5 Marks<br>3 - 4 Project = 10 Marks<br>5 - 6 Project = 20 Marks<br>Above 6 Projects = 30 Marks | We would like to request requested to add the- order value as below.<br>② Blockchain solutions for one or more customers with value > INR 2 Cr.  | The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform of at least ₹2.0 crore value; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission. | Yes         |
| 8       | Ernst & Young LLP | Across the RFP | Non - IT Assets                  |  | We assume that no IT / Non-IN Infrastructure, Scanning, Digitization work as part of scope of work. We request JCI to confirm  | No IT / Non-IT Infrastructure other than items mentioned in the document, Scanning, Digitization work are part of scope of work   |             |

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| 9       | Ernst & Young LLP | Across the RFP | Cloud Infrastructure    |  | It is requested to share more insights on Cloud infrastructure for development, staging and production   | Hosting is to be done on MeiTy empanelled (GCC) CCloud Server Provider  |             |
| 10      | Ernst & Young LLP | Across the RFP | Enhancements/Upgrades   |  | It is requested to keep any enhancement/ upgrades out of scope for the bidder  | Any kind of major enhancement / Upgrades shall not be part of the Scope of Work   |             |
| 11      | Ernst & Young LLP | Across the RFP | Detailed Scope of work  |  | We request JCI to provide detailed scope of work of software development & blockchain implementation   | Tentative Work flow shall be shared with the Corrigendum.   |             |
| 12      | Ernst & Young LLP | Across the RFP | Resources               |  | Considering the scope of work to be large, it is requested JCI to allow subcontracting to augment core team by bidder while overall responsibility remains with bidder. We request JCI to confirm  | As per Terms of RFP   |             |
| 13      | Ernst & Young LLP | Across the RFP | IT Products             |  | It is requested to share more insights on the provider of hardware's. We would also like to confirm that no hardware is part of scope of work  | Please refer to reply given against Query# 8  |             |
| 14      | Ernst & Young LLP | Across the RFP | Project Management Unit |  | We request for any information regarding the project management unit specifications.   | Suitable Project Management Unit may be constituted with the officials having working in similar domain and expertise with desired technology. Consideration should be made in abiding the project timeline and deliverables        |             |
| 15      | Ernst & Young LLP | 5              | Scope of Work           | "The platform will be multilingual in English, Bengali, Oriya, Assamese, Hindi." | Please advise the scope of translation:<br>1. Please confirm if multi-language support is to be provided only for the static part (labels/buttons) of webs of it will also include translation of supporting documents/notices that will be uploaded in the document.<br>2. Can translation will be done using third party APIs? | Bi-language (English and Hindi) support is to be provided for Display Texts and Buttons on the portal. 3rd Party API shall not be allowed for translation. Static documents both english and hindi version shall be provided by JCI |             |

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| 16      | Ernst & Young LLP |       | General          |   | 1. RFP does not contain any resource requirements and location where they need to be deployed in development and maintenance period. We request you to share the resource requirements especially if they need to be deployed in JCI office.<br>2. Also advise, if all resources are to be deployed in JCI office or development can be done in hybrid mode with mix of on premise and remote.   | 1. During maintenance period, onsite resource will be required for 20% of AMC period excluding the workshops.<br>2. Remote Development is allowed. However, at the time handover for UAT; onsite presence will be required. |             |
| 17      | Ernst & Young LLP | 6     | Key Deliverables | Procurement of SSL certificate  | Please specify what kind of SSL certificate needs to be procured, few of the possible options can be:<br>1. Single domain SSL certificate<br>2. Wildcard SSL Certificates<br>3. Multi-domain SSL Certificates<br>4. Organization Validation<br>5. Extended validation<br>Please note, cost and time required to procure these certifications are dependent on external agencies and can have a direct impact on validation.  | SSL Certificate with Extended Validation will be required   |             |
| 18      | Ernst & Young LLP |       | General          |   | Domain (s) to run E-auction platform will be provided by JCL. Please confirm the same.   | Domain is to be provided by the vendor and its ownership will be with JCI.  |             |
| 19      | Ernst & Young LLP | 7, 36 | Key Input        | 1. MeiTy empaneled Government Community Cloud Server or the hosting infrastructure.<br>Deployment of System:<br>2. Deployment of required system software and application shall be done by the bidder on NIC Cloud. | Key input suggests that application has to be hosted on any MeiTY empaneled govt. community cloud server while statement mentioned under "Deployment of System" mentions that it can only be hosted on NIC cloud.<br><br>Also, we would also request you to consider MeiTy empaneled private cloud service providers as mentioned in below url:<br><a href="https://www.meity.gov.in/writereaddata/files/Annexure%20-%20Contact%20details%20of%20MeitY%20empaneled%20CSPs%2013.05.2022.pdf">https://www.meity.gov.in/writereaddata/files/Annexure%20-%20Contact%20details%20of%20MeitY%20empaneled%20CSPs%2013.05.2022.pdf</a> | Please refer to reply given against Query#9   | Yes         |

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| 20      | Ernst & Young LLP | 26   | Testing and Audit: point (d)   | The vendor shall be required to provide performance tuning parameters/configuration of the Server/OS/Application Server software on which the system would be hosted for efficient working of the System   | We have following questions related to hosting of applications:<br>1. Does vendor also has to manage servers during maintenance phase?<br>2. If yes, what is the level of support that needs to be provided.<br>3. We are assuming that recommended server infrastructure will be provided by JCI as per the requested configuration and vendor will be able to request for change in configuration based on the growth in traffic and transactions.   | 1. As per MeITy empanelment terms of Cloud Service Provider, if anything is mentioned to be done from user end; it has to be done by the vendor.<br>3. Server configuration and has to be identified by the vendor, as per the need of the application |             |
| 21      | Ernst & Young LLP | 26   | Testing and Audit: point (e)   | Vendor shall get the system security audited for "Safe to Host" certification and Functional Audit Certification from STQC/CERT-IN Empaneled vendors before deploying the system in production environment at GI Cloud   | We recommend that "Safe to host" certification is conducted by JCI from the vendor of their choice to ensure neutrality and quality. We will be working very closely to close any observations identified by certification agency. We will be able recommend potential vendors who provide these services.   | No changes   |             |
| 22      | Ernst & Young LLP | 37   | Demonstration of the developed System:                               | Demonstration of the developed System: a) The bidder shall provide conduct multiple workshops to the targeted stakeholders for proper functioning and management of the system. 1 st Year – 10, 2nd & 3rd Year – 5 each, 4th, 5th, 6th Year – 2 each (26 total) b) The workshops shall be conducted for at least 4 hrs. in Kolkata and any district HQ of Jute growing districts | Project duration proposed is for 22.5 months while these points request demonstration of developed product for 6 years. We request you to make the duration consistent so these services can be provided for the duration of project.  | The demonstration plan has been designed based on consideration the selected vendor will continue to provide AMC for 5 years after warranty period.  |             |
| 23      | Ernst & Young LLP | 37   | Demonstration of the developed System:                               | During the workshop, printed multi-lingual user manuals for the system shall be prepared and provided by the successful bidder.  | Please confirm if manuals have to be prepared for all the languages (English, Bengali, Oriya, Assamese, Hindi) or only English and Hindi.  | Yes  |             |
| 24      | Ernst & Young LLP | 37   | Post Implementation Support/Warranty (Support after sign off of UAT) | i) During the Warranty period, the bidder shall perform all the upgrade/new version update for free<br>ii) The bidder shall compulsorily offer AMC for a minimum of five years @8% per annum of contract value after expiry of warranty period. However, JCI may or may not award the AMC at its own sole discretion   | 1. We request you to amend point i) to factor in below consideration. Since it is possible that new version that has been released in not stable yet and might change commercial modules from open source to license fee. We request you to remove this clause or modify this appropriately.<br>2. We request that AMC % should be determined after scope finalization of the project.<br>3. Request you to provide the scope of services that would need to be covered during AMC and advise minimum manpower requirement in AMC period.<br>4. We would also request you to share a format for commercial bids to ensure consistent response from all participants. | No changes   |             |

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| 25      | SettleMint India            |      | Pre-Qualification Criteria                               |  | Our company is formed in 2019 and is 4 year old, we request to relax the criteria to 4 years   | Relaxation will be provided to the registered Start-ups as per Government laid down guidelines  |             |
| 26      | SettleMint India            |      | General  |  | Is there any relaxation for SME in this regard?  | Relaxation will be provided to the registered Start-ups as per Government laid down guidelines  |             |
| 27      | Gaia Smart Cities Solutions | 7    | (3.4) Key Deliverables                                   | "• Warranty period of the application software for a period of 1 (one) year after Go Live<br>• Maintenance and support of application software for a period of five years after completion of warranty period"   | "Request for Clarification:<br>In GeM document you have mentioned contract period will be 2 years but in RFP it's mentioned AMC period will be 5 years. Please clarify actual contract period."  | Initial Contract period will be covering development and warranty period. Entering contract for AMC for 5 years with the selected vendor is not binding on JCI. |             |
| 28      | Gaia Smart Cities Solutions | 36   | Key Input  | Cloud hosting to be done on NIC  | "Request for Clarification:<br>Please confirm who will provide server on NIC?<br>Can we use MeiTy empaneled vendors for cloud services?"   | Please refer to reply given against Query#9   | Yes         |
| 29      | Gaia Smart Cities Solutions | 10   | (4.2) Technical Evaluation Framework                     | "The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission." | "Request to Amend:<br>The bidder should have experience in providing customised Software (directly or indirectly through SI) or Digital technology Project on Blockchain/ AIML/ Emerging technologies;"  | Please refer to reply given against Query#2 & 7   |             |
| 30      | Maxbridge Solutions LLP     | 10   | Point No. 4.2 Clause 2 (Technical Evaluation Framework ) | The Bidder should possess following valid certifications<br>• ISO 9001:2008 or higher<br>• ISO 27001 or Higher<br>• CMMi3 or Higher<br>Any 2 Certificate – 2 Marks<br>All the 3 Certificate – 5 Marks  | We request you to kindly amend the following clauses:<br>The Bidder should possess following valid certifications:<br>• ISO 9001:2008 or higher<br>• ISO 20000 or Higher<br>• ISO 27001 or Higher<br>• CMMi3 or Higher<br>Any 2 Certificate – 2 Marks<br>All the 3 Certificate – 5 Marks | No changes  |             |

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| 31      | Antares Systems Limited | 2    | Clause No .1                            | The Jute e-auction process is anticipated as below diagram   | 1. Kindly confirm how many sellers (traders) & buyers (millers) are there currently.<br>2. Kindly confirm whether the auctions will be conducted daily or periodically.<br>3. Kindly confirm no. of auctions that will be conducted on a day approximately.<br>4. Kindly confirm how many no. of auctions will be conducted monthly. (Approx.)<br>5. Kindly confirm who will appoint the mediators & scope of the various mediators & various stakeholders along with roles & responsibilities.   | i) At present about 1000 active traders , which may be scaled upto 6000 in future and 110 millers are envisaged.<br>ii) Auctions will be conducted on daily.<br>iii) 1 no. of Auction may be envisaged in a day<br>iv) Around 22 working days in a month are envisaged<br>v) JCI will assign mediators out of the empanelled ones |             |
| 32      | Antares Systems Limited | 7    | 3.6 Key Integration                     | The E-Auction platform will need to integrate with the Jute Digital Supply Chain Platform, as well as other databases as required by JCI   | Kindly provide the details on integration touch points of Supply Chain Platform & details on other databases  | Traders and millers transanctions   |             |
| 33      | Antares Systems Limited | 10   | 4.2 Technical Bid Criteria & Evaluation | The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.<br>1 - 2 Project = 5 Marks<br>3 – 4 Project = 10 Marks<br>5 – 6 Project = 20 Marks<br>Above 6 Projects = 30 Marks | We have the vast experience in providing customised eProcurement & Eauction Solution (INCLUDING both reverse and forward EAUCTION) Software with Central / State Government / ULBs / PSEs in last 25 years.<br>None of our clients insisted on us to provide the solution on Blockchain Platform.<br><br>Hence kindly relax “providing service using BLOCKCHAIN Technology” and consider the number of project implemented for eAuction services by Service provider.<br><br>Hence request your good selves to consider our experience by relaxing Blockchain Platform for finalizing the marks and Evaluation. | Please refer to reply given against Query#2 & 7   |             |
| 34      | Antares Systems Limited | 6    | 3.3 Core Tech Features                  | Advanced analytics & visualization   | Kindly elaborate the features required in Advanced analytics & visualization. What exactly is the JCI is looking out in the feature   | Shall be provided later   |             |
| 35      | Antares Systems Limited | 6    | 3.4 Key Deliverables                    | Integration with other databases, as needed  | Kindly mention the tentative other database which we need to integrate and how many databases.  | JCI internal applications. 2-3  |             |
| 36      | Antares Systems Limited | 7    | 3.6 Key Integration                     | The E-Auction platform will need to integrate with the Jute Digital Supply Chain Platform, as well as other databases as required by JCI   | Please provide more details about Jute Digital Supply i.e., technology used , database etc  | Shall be shared later   |             |

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| 37      | Antares Systems Limited             | 1    |   | Date of Submission of RFP: 12/12/2023 17:00 Hrs.   | Since Documents preparation is voluminous and requires detailed description to full fill the criteria we need more time. Please extend the Tender bid submission date by another 15 Days so that we can submit the best documentation with all the details requested in the clause 5.1 Submission Document.  | 03-01-2024  | Yes         |
| 38      | KPMG Advisory Services Private Ltd. | 1    | The Schedule for submission of e-Bids and Opening of eBids is as follows: - | Date of Submission of RFP: 12/12/2023 17:00 Hrs.<br>Date of Opening of RFP: 12/12/2023 17:30 Hrs.  | The firm is very interested in this opportunity and possess the required expertise and experience for executing large scale projects of similar nature and therefore we wish to submit our Bid and be a part of this project. However, due to some specific requirement listed in RFP we require some extra time to submit a competitive and strong bid, therefore, the firm would request you to consider for an extension of the Online bid submission date to <b>3 weeks from the date of pre-bid response.</b> | 03-01-2024  | Yes         |
| 39      | KPMG Advisory Services Private Ltd. | 2    | 1. Introduction   | Jute Corporation of India (JCI) is looking for selecting an agency for design, development, operations, and maintenance of a blockchain based e-auction platform to connect traders and millers. | The authority is requested to clarify on the scope of blockchain functionalities required for the e-auction workflows. The authority is also requested to clarify the type of auctions required to be supported.   | Please refer to the process flow diagrams. However, the diagrams are indicative in nature only.   | Yes         |
| 40      | KPMG Advisory Services Private Ltd. | 5    | 3.1 Technical Specifications of the Web Application                         | iv. There will be an access authentication using the registered information.   | The authority is requested to clarify the kind of access authentication and authorization that is required basis which an optimal solution can be designed.  | AADHAR, DSC   |             |
| 41      | KPMG Advisory Services Private Ltd. | 5    | 3.2 Functional Specifications of the Web Application                        | c. Alerts and Notification Management via Email, SMS, In-App   | The authority is requested to clarify if the department will provide email and SMS services and the bidder has to integrate them?  | Vendor will have arrange and integrate into the system. However, JCI can provide DLT registration |             |
| 42      | KPMG Advisory Services Private Ltd. | 5    | 3.2 Functional Specifications of the Web Application                        | e. E-Auction Module<br>i. List Lots by seller, variety, grade, reserve price during Lot Creation Window  | The authority is requested to clarify if the details are already available with the department and can be used by the bidder or the bidder needs to create the database for the same.  | These are transational records and system users will create those                                 |             |
| 43      | KPMG Advisory Services Private Ltd. | 5    | 3.2: Functional Specifications of the Web Application                       | e. E-Auction Module iii. Bid on Lots during Trading Window   | The authority is requested to elaborate the flow of bid on Lots for better clarity on designing the application. Also please confirm if the Trading window needs to be open for a specific period and the department will activate it as required or does it need to be automated.   | Please refer to the process flow diagrams. However, the diagrams are indicative in nature only.   |             |



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| 44      | KPMG Advisory Services Private Ltd. | 6    | 3.2: Functional Specifications of the Web Application | j. Dashboards – Charts & Insights, GIS View with drill downs  | The authority is requested to clarify on the requirement of GIS view. Also please clarify who will provide the GIS map. Please clarify the kind of dashboards are required here.   | Shall be discussed later at the time of designing   |             |
| 45      | KPMG Advisory Services Private Ltd. | 6    | 3.2: Functional Specifications of the Web Application | j. Dashboards – Charts & Insights, GIS View with drill downs<br>i. Seller Dashboard - Drafts, History, Invoices, Challans, Payment, E-Wallet Summary, Mediation Summary<br>ii. Buyer Dashboard - Bids, History, Invoices, Challans, Payment, E-Wallet Summary, Mediation Summary<br>iii. Mediator Dashboard – Mediation History, Reports<br>iv. JCI Admin Dashboard – Rules Management, Reference Data Management<br>v. JCI Officer Dashboard – Role Based Access, Summaries, Histories | The authority is requested to clarify what is the volume of data available for proposing the storage sizing. Also please clarify, what is the data retention period required for the department.   | Data retention policy as per Government guidelines. |             |
| 46      | KPMG Advisory Services Private Ltd. | 6    | 3.2: Functional Specifications of the Web Application | k. MIS Reports<br>i. Bid Sheet with downloadable and verifiable audit trails.   | The authority is requested to clarify what is the mechanism required for the verifiable audit trail?   | Automated checking with trail of each transaction   |             |
| 47      | KPMG Advisory Services Private Ltd. | 6    | 3.2: Functional Specifications of the Web Application | k. MIS Reports<br>i. Bid Sheet with downloadable and verifiable audit trails.<br>ii. Automated and on-demand report generation for JCI Management   | The authority is requested to clarify who will create the on-demand reports?   | System users, JCI users                             |             |
| 48      | KPMG Advisory Services Private Ltd. | 6    | 3.3 Core Tech Features                                | Blockchain for records securitization   | The authority is requested to clarify the type of records required for blockchain based securitization.<br><br>Also please clarify the scope of securitization required from the EAuction workflow perspective such as the smart contracts required  | Please refer to reply given against Query#1         |             |
| 49      | KPMG Advisory Services Private Ltd. | 10   | 4.2 Technical Bid Criteria & Evaluation               | Technical Evaluation Framework<br>2 The bidder should have experience in providing customized software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.<br><br>1 - 2 Project = 5 Marks<br>3 – 4 Project = 10 Marks<br>5 – 6 Project = 20 Marks<br>Above 6 Projects = 30 Marks  | For ease of participation, request you to please amend the requirement as follows:<br><br>2 The bidder should have experience in providing customized software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.<br><br>1 - 2 Project = 5 Marks<br>3 – 4 Project = 15 Marks<br>5 – 6 Project = 25 Marks<br>Above 6 Projects = 30 Marks | Please refer to reply given against Query#2 & 7     |             |

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| 50      | KPMG Advisory Services Private Ltd. | 11   | Technical Evaluation Framework | 3 Average annual turnover for last 3 financial year ending 2022-23<br>₹1 Crore – 2 Crore = 5 marks<br>₹2 Crore – 3 Crore = 10 marks<br>Above ₹3 Crore = 15 marks   | Considering the scope of work and the project duration, request you to please increase the average turnover as follows:<br><br>₹30 Crore – 40 Crore = 5 marks<br>₹40 Crore – 50 Crore = 10 marks<br>Above ₹50 Crore = 15 marks   | 3 Average annual turnover for last 3 financial year ending 2022-23<br>₹1 Crore – Less than ₹50 Crore = 5 marks<br>₹50 Crore – 200 Crore = 10 marks<br>Above ₹200 Crore = 15 marks | Yes         |
| 51      | KPMG Advisory Services Private Ltd. | 25   | 33 Liquidated Damages:         | f) INTERMEDIATE MILESTONE<br>(i) In case delay in achieving milestone as mentioned in Schedule-I (Work/Time Schedule), is solely attributable to the vendor, 0.5% per week of contract value, limited to 5 %, will be withhold.  | Request the department to please limit the withholding contract value to 2% and amend the clause as:<br>f) INTERMEDIATE MILESTONE<br>(i) In case delay in achieving milestone as mentioned in Schedule-I (Work/Time Schedule), is solely attributable to the vendor, 0.25% per week of contract value, limited to 2 %, will be withhold. | No changes  |             |
| 52      | KPMG Advisory Services Private Ltd. | 25   | 33 Liquidated Damages:         | g) OVERALL COMPLETION<br>(i) If the completion of work is delayed beyond the completion due to reasons attributable to the contractor, they shall pay to JCI as penalty a sum @ 0.5% of contract value per week or part thereof subject to maximum of 10% of the contract value. | Request you to please amend it as:<br>g) OVERALL COMPLETION<br>(i) If the completion of work is delayed beyond the completion due to reasons attributable to the contractor, they shall pay to JCI as penalty a sum @ 0.25% of contract value per week or part thereof subject to maximum of 5% of the contract value.                   | No changes  |             |
| 53      | KPMG Advisory Services Private Ltd. | 25   | 33 Liquidated Damages:         | (ii) In case of LD/penalty recovery, the applicable GST shall also be recovered from the contractor.   | (ii) In case of LD/penalty recovery, the amount shall be recovered from the contractor.  | No changes  |             |
| 54      | KPMG Advisory Services Private Ltd. | 37   | Time schedule                  | Schedule and time line for delivery of the project:<br>8 - Development of the system - 120 Days  | Considering the given scope of work that involves the creation of blockchain based auction system and the development of an analytics engine, request you to please amend the clause as below:<br>8 - Development of the system - 180 Days   | No changes  |             |

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| 55      | KPMG Advisory Services Private Ltd. | 39   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | 1. System Availability- Uptime availability of systems including all associated services - 99.90%.<br>Drop from 99.90% to 99.00% will impose a penalty of 1% of Quarterly Payment.<br>For every further drop of 1% in the uptime, the penalty amount will be doubled.<br>The penalty amount will be capped at a maximum of 10% of TCO.                                | Given SLA is very stringent. Request you to please amend it as:<br>1. System Availability- Uptime availability of systems including all associated services - 99.00%.<br>Drop from 99.00% to 97.00% will impose a penalty of 0.5% of Quarterly Payment.<br>For every further drop of 1% in the uptime, the penalty amount will be doubled.<br>The penalty amount will be capped at a maximum of 5% of TCO.                                | No changes |             |
| 56      | KPMG Advisory Services Private Ltd. | 39   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | 2. Average response time- This is the time taken from submission of any request by enduser – to - response of the request to the enduser.<br>Average response time < 2 sec 1% of Quarterly Payment.<br>For every further delay of 1 second in the response time, the penalty amount will be doubled.<br>The penalty amount will be capped at a maximum of 10% of TCO. | Given SLA is very stringent. Request you to please amend it as:<br>2. Average response time- This is the time taken from submission of any request by end-user – to - response of the request to the end user.<br>Average response time < 3 sec<br>0.5% of Quarterly Payment.<br>For every further delay of 2 seconds in the response time, the penalty amount will be 0.1%. The penalty amount will be capped at a maximum of 5% of TCO. | No changes |             |
| 57      | KPMG Advisory Services Private Ltd. | 39   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | 4. System Backup 24 X 7 X 52<br>0 Data loss - Measured daily   Reported monthly, 10% of Quarterly Payment.  | Given SLA is very stringent. Request you to please amend it as:<br><br>4. System Backup 24 X 7 X 52<br>0 Data loss - Measured daily   Reported monthly, 1% of Quarterly Payment.  | No changes |             |
| 58      | KPMG Advisory Services Private Ltd. | 39   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | 5. Page Transition (page to page) - 24 X 7 X 52<br>Less than 2 seconds Measured daily average   Reported monthly 1% of Quarterly Payment.<br>For every further delay of 1 second in the response time, the penalty amount will be doubled. The penalty amount will be capped at a maximum of 10% of TCO.  | Given SLA is very stringent. Request you to please amend it as:<br>5. Page Transition (page to page) - 24 X 7 X 52<br>Less than 3 seconds Measured daily average   Reported monthly<br>0.5% of Quarterly Payment.<br>For every further delay of 2 seconds in the response time, the penalty amount will be 0.1%. The penalty amount will be capped at a maximum of 5% of TCO.   | No changes |             |

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|---------|-------------------------------------|------|--|---|---|------------|-------------|
| 59      | KPMG Advisory Services Private Ltd. | 40   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | 6. Hardware average daily utilization levels should be less than 80%. (CPU, Memory, Cache, Hard Disk, NIC cards) excluding EOD / BOD processing time (Batch processing)<br>99.90% Sampled every 1 minute and averaged for half an hour.<br>From 99.90% to 99.00% drop – 10% of the Quarterly payment<br>For every further 0.01% drop in Service Level the penalty amount will be doubled.   | 6. Hardware average daily utilization levels should be less than 75%. (CPU, Memory, Cache, Hard Disk, NIC cards) excluding EOD / BOD processing time (Batch processing)<br>99.00% Sampled every 1 minute and averaged for half an hour.<br>From 99.90% to 97.00% drop – 0.5% of the Quarterly payment<br>For every further 0.01% drop in Service Level the penalty amount will be 0.1%.   | No changes |             |
| 60      | KPMG Advisory Services Private Ltd. | 40   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | <b>Critical</b> Any problem due to which the entire system is inoperable. Within 2 hours<br><b>Key</b> Any problem due to which the system is not entirely down, but some functionality is, and no workaround for it is available. Within 4 hours<br><b>Significant</b> Any incident due to which some functionality is down, but for which a (for the Company) acceptable workaround has been provided Within 6 hours<br><b>Minor</b> Others<br>Enhancements Within 8 hours  | <b>Critical</b> Any problem due to which the entire system is inoperable. Within 4 hours<br><b>Key</b> Any problem due to which the system is not entirely down, but some functionality is, and no workaround for it is available. Within 6 hours<br><b>Significant</b> Any incident due to which some functionality is down, but for which a (for the Company) acceptable workaround has been provided Within 10 hours<br><b>Minor</b> Others<br>Enhancements Within 12 hours  | No changes |             |
| 61      | KPMG Advisory Services Private Ltd. | 40   | Schedule – II<br>Service Levels<br>The SLAs for system availability and performance is as mentioned below: | Penalty Computation<br>Service Measure Restoration Time Penalty Charges (₹ / Incident)<br>Support for Critical Level Within 2 hours NIL<br>Within 4 hours 2,000<br>Within 6 hours 3,000<br>Above 6 hours 10,000<br>Support for Key Level Within 4 hours NIL<br>Within 6 hours 2,000<br>Within 8 hours 3,000<br>Above 8 hours 10,000<br>Support for Significant Level Within 6 hours NIL<br>Within 8 hours 2,000<br>Within 12 hours 3,000<br>Above 12 hours 10,000<br>Support for Minor Level Within 8 hours NIL<br>Within 10 hours 2,000<br>Within 16 hours 4,000<br>Above 16 hours 5,000 | Penalty Computation<br>Service Measure Restoration Time Penalty Charges (₹ / Incident)<br>Support for Critical Level Within 4 hours NIL<br>Within 6 hours 1,000<br>Within 8 hours 2,000<br>Above 8 hours 3,000<br>Support for Key Level Within 4 hours NIL<br>Within 6 hours 1,000<br>Within 8 hours 2,000<br>Above 8 hours 3,000<br>Support for Significant Level Within 4 hours NIL<br>Within 6 hours 1,000<br>Within 8 hours 2,000<br>Above 8 hours 3,000<br>Support for Minor Level Within 4 hours NIL<br>Within 6 hours 1,000<br>Within 8 hours 2,000<br>Above 8 hours 3,000 | No changes |             |

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|---------|-------------------------------------|------|----------------------------|---|--|---|-------------|
| 62      | KPMG Advisory Services Private Ltd. | 36   | vii. Deployment of System: | Deployment shall include implementation and maintenance of the developed system.<br>a) Bidder shall submit ideal minimum deployment requirements for the proposed system that will be sufficient for the smooth functioning of the system without compromising the performance. | The authority is requested to share details of the total number users expected in the system for proposing a suitable solution.  | Please refer to reply given against Query#31  |             |
| 63      | Winjit Technologies Private Limited | 7    | Section 3.4                | Ongoing support for minor enhancements  | What is considered to be minor enhancements in number of days?   | 2   |             |
| 64      | Winjit Technologies Private Limited | 7    | Section 3.5                | MeiTy empanelled Government Community Cloud Server or the hosting infrastructure.   | Do we need to consider the cost of Infra as well to be given by Bidder or it shall be provided by Jute corporation?  | Please refer to reply given against Query#9   |             |
| 65      | Winjit Technologies Private Limited | 7    | Section 3.6                | Integrate with the Jute Digital Supply Chain Platform   | Request to elaborate more on this as what is this platform and which technology does it uses?  | Shall be shared later   |             |
| 66      | Winjit Technologies Private Limited | 5    | Section 3.2                | Alerts and Notification Management via Email, SMS, In-App   | The cost of SMS to be considered by Bidder or it shall be provided by Jute as there is no data shared on number of users on the platform coming and using it. We would request few projections for the same to be coming from jute corporation to budget the usages. | Please refer to reply given against Query#41  |             |
| 67      | Winjit Technologies Private Limited | 5    | Section 3.2                | Integration with banking / wallet / payment gateway system"   | The payment gateway and wallet platform will be provided by Jute, or this needs to be coming from Bidder?<br>What is the transaction value that is expected to happen on Monthly basis if bidder needs to consider the cost of PG?                                   | Payment Gateway is to be provided by JCI  |             |
| 68      | Winjit Technologies Private Limited | 6    | Section 3.2                | Invoice & Dispatch Management Module  | We are with the assumption this is system generated GST invoice and the format will be shared by Jute corporation during the requirement gathering. Please confirm?  | Format will be provided by JCI. E-Invoice facility should be there  |             |
| 69      | Winjit Technologies Private Limited | 6    | Section 3.3                | Core Tech Features- Blockchain for records securitization   | What all data is expected to be on the blockchain for the overall platform. Can you share some inputs?<br>On the blockchain, our assumption is that this is going to be private blockchain. Is this understanding right?   | Buyer & Seller Data and Documents, Bid history, Payment Details, Contracts, Despatch Information, Invoice, Quality Assessment details are to be securitized |             |
| 70      | Winjit Technologies Private Limited | 8    | Section 3.7                | Hosting Staging Server, UAT, and Security Audit   | The security Audits will be conducted by Jute corporate or must be done by bidder? Also, in the AMC annual support how many security Audits are expected to be performed?  | Please refer to reply given against Query#31  |             |

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| 71      | Winjit Technologies Private Limited | 13     | Section 5.3 | Annual operations & maintenance and cloud infrastructure fees   | Do we need to submit the cost of cloud as well during the bid submission separately? Also, in case the usage on the cloud become higher, how will that be considered for the Bidding and billing perspective ?   | On Gem, bidders shall submit consolidated charges. However, JCI will ask for a price break-up from the selected bidder.  |             |
| 72      | Winjit Technologies Private Limited | 13     | Section 5.3 | Annual operations & maintenance and cloud infrastructure fees etc (annual after Warranty)   | Can you help understand that after warranty the cost of infra will be taken up by jute corporation and bidder will be doing the billing basis the usage? Please confirm  | After completion of warranty period, these are to be borne by the vendor and will be part of AMC Charges   |             |
| 73      | Winjit Technologies Private Limited | 13     | Section 5.7 | Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed   | If bidder has to take the services of the Cloud server, in that case we will have to join hands with the bidder or any MeiTy approved provider. Our understanding is that this should be allowed to do the join hands for infrastructure engagement. Please confirm?   | Bidders may be required to join hands with other vendors for infrastructure engagement, 3rd Party Audit, SSL, Domain, SMS etc. Those agreement shall be allowed as per terms of RFP. |             |
| 74      | Winjit Technologies Private Limited |        | Generic     |   | Can we submit the proof documents (POs/SOWs) from our subsidiaries registered under Winjit, where we have done similar work on the technology you have requested?  | No   |             |
| 75      | mjunction Services Limited          | 13, 27 | 5.3, 40     | Annual operations & maintenance and cloud infrastructure fees etc (annual after Warranty)<br>o Monthly billing<br><br>Contract Period: The contract period for this agreement is 22.5 months from the Effective Date (9 months (implementation) + 1.5 month (stabilization/handholding) + 12 months (warranty support). | Post warranty AMC (cloud fee & maintenace fee, etc.) will be paid for how many years? Also, should be the contract period be 22.5 months or 22.5 months + AMC period?  | Please refer to reply given against Query#27   |             |
| 76      | mjunction Services Limited          | 2      | 1           | Introduction: the anticipated jute e-auction process  | The diagram shows that the Sellers are required to bid the prices. It appears this is a typo error and it should be the buyers who requires to bid prices. Kindly confirm.   | Buyers shall bid the prices  |             |
| 77      | mjunction Services Limited          | 3      | 2.3 (i)     | The bidder should upload proof of online payment of EMD of 2,00,000/- (Rupees Two Lakhs only) with the Technical Bid.   | Request JIC to provide the bank details for payment of EMD.  | Please refer to Clause 2.3.(iv).d of RFP Document  |             |
| 78      | mjunction Services Limited          | 5      | 3.1 (iii)   | Aadhar integration or Jute Commissioner database  | We assume that the cost of 3rd Party integrator is to be included in the commercial bid. Request JCI to confirm.   | Yes  |             |
| 79      | mjunction Services Limited          | 10     | 4.2.2       | The bidder should have experience in providing customised Software (directly or indirectly through SI) and/or Digital technology Project on Blockchain Platform; with experience with Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission.   | Since this Project involves design and development of an eAuction platform in the Supply Chain of Jute, we recommend that JCI seeks for experience in providing "eAuction platforms", along with its Order value, to Central / State Government / ULBs / PSEs in last 5 years prior to date of bid submission for selection of a competent Service Provider. | Please refer to reply given against Query#2 & 7  |             |

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| 80      | mjunction Services Limited | 5, 27 | 3.2 (iv.c), 41      | Alerts and Notification Management via Email, SMS, In-App.<br><br>Contract Continuity: The contract shall terminate only on explicit correspondence to that effect. Until that time, vendor shall continue to provide the service at the contracted price per the agreement. As and when the JCI decides to change the current business model/ vendor, vendor has to coordinate for migration of Portal & Mobile Application to the JCI's new model without causing disruption of the Services at no extra cost to the JCI. | W.r.t to the word 'in-app', kindly confirm whether web application will suffice or seperate mobile app is required which will increase the cost? | Web application will be sufficient   |             |
| 81      | mjunction Services Limited | 6     | f(iv), g(ii), h(ii) | Payment of the difference between the Pre-bid Fee and Bid Guarantee Fee for successful buyers<br><br>Invoice generation by JCI<br><br>Mediator onboarding   | What is bid guarantee fee?<br>Who will pay JCI for Invoices of JCI?<br>What is the role of mediator?   | Shall be discussed later at the time of designing  |             |
| 82      | mjunction Services Limited | 7     | 7                   | Client Sign-off for Requirement Analysis, preparation of data design and application architecture for the system, <u>data migration strategy</u> , development of appropriate screen layouts and forms for the users, approval of prototype (design interface) developed, coordination and collection of required data from JCI (design should comply with system security guidelines issued by Cert-IN, NIC, MeitY, Gol)   | Please clarify the sources and size of the data to be migrated to the proposed platform.   | As of there is no existing system of similar nature in place, migration will not be required |             |
| 83      | mjunction Services Limited | 12    | 5.2                 | Hosting Charges on any MeitY empanelled GCC Service Provider  | Since, you have mentioned GCC Service Provider (SP), will the following SPs not qualify?<br>- AWS/Google/Microsoft?                              | Please refer to reply given against Query# 9   |             |
| 84      | mjunction Services Limited | 12    | 5.2                 | Price Quotation   | Request JIC to provide the format of Price Schedule.   | Please refer to reply given against Query# 71  |             |

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| 85      | mjunction Services Limited            | 27, 33, 37      | 40, VIII, 2(II)   | <p>Further JCI reserves the right to renew the contract for another 4 years after the expiry of the initial term on mutually agreed terms and conditions and 8% cost of initial contract value per year.</p> <p>After expiry of warranty period, the bidder shall compulsorily offer AMC for a minimum of five years @ 8% per annum of contract value after expiry of warranty period. However, JCI may or may not award the AMC at its own sole discretion.</p> <p>The bidder shall compulsorily offer AMC for a minimum of five years @8% per annum of contract value after expiry of warranty period. However, JCI may or may not award the AMC at its own sole discretion.</p> | <p>It appears that AMC will be for a minimum of 5 years post-warranty period @ 8% per annum of contract value; and post-that there would be provision for another 4 years extension @ 8% price escalation year on year. Kindly clarify/ confirm.</p> <p>Also the AMC of 8% per annum will be calculated on what figure? Is it on the one-time development fees or anything else?</p> <p>Is the AMC contract value pre-fixed @ 8% per annum of deployment contract value or it needs to be quoted seperately?</p> | 8% per annum is fixed. AMC value does not require to quote separately   |             |
| 86      | mjunction Services Limited            | Pg. 33, Cl. Iii | System should be robust, responsive and support at least 1000 concurrent users per instance and scalable as per need. | System should be robust, responsive and support at least 1000 concurrent users per instance and scalable as per need.  | Does the application need to be hosted in multiple instance?. If so, how many instance are required?   | As of now the application is to be hosted in single instance  |             |
| 87      | mjunction Services Limited            | 36              | VII (b) ©   | <p>These deployment requirements should consist of minimum required virtual hardware and networking items / components that JCI needs to arrange for the successful installation and implementation of system.</p> <p>Deployment of required system software and application shall be done by the bidder on NIC Cloud.</p>   | As per this clause, we understand that the deployment infrastructure will be provided by JCI. If this is correct, then who will bear the cost for Cloud Infra? JCI or the Service Provider?  | Cost of hosting infrastructure is to be borne the vendor. In addition to the domain, SSL Certificate are to be borne by the vendor        |             |
| 88      | mjunction Services Limited            |                 | General Query   | Bid due date extension   | We are keen to participate. However the timeline provided is inadequate to do a detailed study of the requirement. We request you to extend the bid due date by at least 3 weeks.  | 03-01-2024  |             |
| 89      | Price Waterhouse Cooper (PwC) Pvt Ltd | 5               | (ii)  | The web-based platform will allow traders and millers to register, trade (sell, bid, buy), make digital payments (payment, refund, claims), and manage the dispatch and dispute resolution processes.  | <p>Request you to confirm the payment rails to be integrated - RTGS, UPI, IMPS, Payment Gateway, Manual payments in checks / DDs, etc.</p> <p>Also if</p> <p>i. payment receipt needs to be confirmed in bank account ?</p> <p>ii. A payment dispute management system needs to be implemented (rolling reserve, etc.)</p>   | <p>i. No manual payments i.e. Cash / DD / Cheques. Also need automated checking, reconciliation</p> <p>ii. Payment receipt is needed.</p> |             |



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| 90      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 6    | 3.3    | Advanced analytics & visualization  | Reequest clarification on type of dashboards need to be created. We assume only three type of dashboards are required - i. Ttransaction data and volumes ii. Payment settlements iii. User history and actions. Please confirm   | Shall be discussed later at the time of designing |             |
| 91      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 12   | 5.2    | Hosting Charges on any MeitY empanelled GCC Service Provider  | Request you to confirm whether Meity empanelled GI Cloud GCC vendor needs to be used or NIC Cloud.<br><br>A subsequent clause ( Pg 36. Deployment of Systems) states that NIC Cloud should be used - <i>Deployment of required system software and application shall be done by the bidder on NIC Cloud.</i><br><br>Please consider leveraging Meity empanelled Cloud providers with Hypervisors given the complexity of the application requested | Please refer to reply given against Query# 9      | Yes         |
| 92      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 10   | 4.1    | "The Bidder should not have been blacklisted by any Central and/or State Government departments, PSU's and/or any other Statutory or autonomous body/undertaking. " | Request you to change this clause to below -<br><br>"The Bidder should not have been blacklisted by any Central and/or State Government departments, PSU's and/or any other Statutory or autonomous body/undertaking. at the time of submission of bid   | Shall be allowed                                  | Yes         |
| 93      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 11   | 4.2    | Average annual turnover for last 3 financial year ending 2022-23<br><br>₹1 Crore – 2 Crore = 5 marks<br>₹2 Crore – 3 Crore = 10 marks<br>Above ₹3 Crore = 15 marks  | Request this clause to be changed to below in line with the scale and complexity of the project and the diverse set of resource required for successful execution of the organization's vision<br><br>Average annual turnover for last 3 financial year ending 2022-23<br><br>₹100 Crore – 150 Crore = 5 marks<br>₹150 Crore – 200 Crore = 10 marks<br>Above ₹200 Crore = 15 marks   | Please refer to reply given against Query# 50     |             |
| 94      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 11   | 4.2    | Innovation and Deployment of new age technology like AI/ML, Big data,   | Request you to clarify this clause. We assume that JCI requires the bidder to provide a profile of emerging tech projects (AI/ML, Blockchain, IoT, Drones,etc.) done by the bidding organization in the past. Please confirm   | Yes   |             |

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|---------|--|------|-------------------------------|--|--|---|-------------|
| 95      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 13   | 5.10 (i)                      | Proposed System should be accessible on all platforms and all major popular browsers (e.g. Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, etc.  | Would request you to provide the minimum browser version to be supported. Also request you to replace Internet Explorer with Edge  | Proposed System should be accessible on all platforms and should support latest versions of all major popular browsers (e.g. Edge, Mozilla Firefox, Google Chrome, Safari, Opera etc. | Yes         |
| 96      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 21   | 20                            | The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/ framework/ middleware used/ developed as pre-built software assets to deliver the solution, shall belong to the JCI and the JCI shall have complete and unrestricted rights on such property. However, the Vendor shall hold All Intellectual Property rights in any pre-built software per se, except for those which have been assigned under this agreement. | The successful bidder should have ownership of any pre-built software / code used for execution of this project. If required, a list of pre-built software artifacts used for building the product may be submitted to JCI.<br><br>Request you to change this clause as below-<br><br>The Intellectual Property Rights on the software code, copyright and source code for various applications/ interfaces developed under this Agreement, and any other component/ framework/ middleware used/ developed to deliver the solution, shall belong to the JCI and the JCI shall have complete and unrestricted rights on such property. However, the Vendor shall hold All Intellectual Property rights in any pre-built software per se, including those which were used to execute this project. | No changes  |             |
| 97      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 33   | v                             | Bidder shall carry out the Data migration /Porting of existing data  | Request you to provide the volume of legacy data to be migrated to the new system. This would be required to arrive at storage and data transfer estimates required for providing a financial quote for cloud infrastructure   | Please refer to reply given against Query# 82   |             |
| 98      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd |      | Schedule II Service Levels 1. | 1. System Availability- Uptime availability of systems including all associated services - Baseline performance - 99.90%   | Request you to reduce Baseline to 99.7% as per standards   | Allowed   | Yes         |
| 99      | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd |      | Schedule II Service Levels 6. | Hardware average daily utilization levels should be less than 80%. (CPU, Memory, Cache, Hard Disk, NIC cards) excluding EOD / BOD processing time (Batch processing)   | Request this clause to be removed.   | No changes  |             |

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|---------|--|------|--|--|--|---|-------------|
| 100     | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 40   |  | SLA for issue resolution<br><br><div> <div>Level</div> <div>Response &amp; Resolution Time</div> <div>Critical</div> <div>Within 2 hours</div> <div>Key</div> <div>Within 4 hours</div> <div>Significant</div> <div>Within 6 hours</div> <div>Minor</div> <div>Within 8 hours</div> </div> | Request to change the min acceptable resolution time below as per standards-<br>Critical (S1) - 4 hours<br>Key (S2) - 8 hours<br>Significant (S3) - 12 hours<br>Minor (S4) - 16 hours  | No changes                                    |             |
| 101     | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd | 42   |  | Showstopper issues pertaining to software need to be addressed as an exigency and a Root Cause Analysis (RCA) shall be provided within 30 minutes and a workaround or a solution in 2 hours.   | Request this clause to be changed to below -<br><br>Showstopper issues (Critical Issues) pertaining to software need to be addressed as an exigency and a Root Cause Analysis (RCA) and a workaround or a solution should be provided in 4 hours.  | No changes                                    |             |
| 102     | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd |      |  | Infrastructure estimation on the basis of volume   | Request you to share indicative trade and transaction volumes on a daily / weekly monthly basis and quarterly growth percentage to allow us to estimate scalable cloud infrastructure for the engagement period  | Please refer to reply given against Query# 31 |             |
| 103     | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd |      | Request you to add the following clauses |  | <b>Limitation of Liability</b><br><br>The bidder's aggregate liability in connection with obligations undertaken as a part of the RFP shall be at actual and limited to the Contracted Value.<br><br><b>Key Project Team members replacement</b><br><br>Key Project Team members once assigned for the project shall not be normally replaced during the tenure of the project. In case of any replacement of resource the bidder will provide resources having similar or better educational qualification and experience | No changes                                    |             |
| 104     | Price<br>Waterhouse<br>Cooper (PwC)<br>Pvt Ltd |      | <b>Extension of Bid submission date</b>  |  | Request you to extend the bid submission date to 26th December 2023 or atleast 3 weeks from the date of response to pre-bid queries, whichever is greater  | 03-01-2024                                    | Yes         |