

The reply in respect to the queries raised by the prospective bidders.

S.NO	Description of the Clause	Description of the Query	Response
1.	Clause No(23)/Section-III of the Tender Document	Rollout to other ICDs Point No. (v) in page No. 54 mentions that "Roll- out at other CFSs and ICDs based on unit rates", do this 'Unit Rates' the rates mentioned in item Number A B and C in Annexure-I	Please refer to corrigendum No(13)
2.	Clause No(10)/Section-III of the Tender Document	Database. In point No. 10 70 in page No. 43 it is mentioned that "Database should be a COTS product and should be from reputed OEM". The licenses for COTS OEM like Oracle and Sql Server will increase the overall cost of the project, can we propose instead Postgre SQL community edition which is an equally reliable database.	Please refer Corrigendum NO (12)
3.	Not a part of the Tender document	IP Rights. In case we propose a solution using customization of our existing Product. We do understand that IP Rights of the customization developed specially for this scope will be exclusive property of CWC. However will continue to retain the IP Rights of base product OR will that also needs to be transferred to CWC.	As per clause NO(30)/section -II of the Tender document bidder has to provide the Source Code to CWC and CWC is free to deploy this application at any location and IP rights of the customized solution / Source code shall be with CWC
4.	Clause NO(24)/ Section -III /Sub Clause (3)	Point No. 3 of Bidder's Roles and Responsibilities in page No. 54 mentioned that Bidder shall appoint a designated person for coordination of all activities should this person be stationed at client location [i.e. Regional Office of CFS Kandla] or can be stationed	ROs reply is in order

		at the bidder's office.	
5.	Clause No(19)/ sub clause (d)/ Section-1	As per sub clause[d] of clause no. [19] Evaluation Methodology in page no. 23 of the tender document it is stated that "The valuation will be done on the basis of total cost for a period of three years". However vendors need to quote for [a] One time software application enhancement charges and [b] Monthly charges for hardware, software, implementation, hosting bandwidth in secure Tier-III data centre and for Operation & Maintenance of application software – for a total duration of 36 months Please clarify as to why the "One time software application enhancement charges" will not be considered for evaluation of L1 vendor.	Refer to corrigendum No (16). However evaluation will be done as per clause No(17.1)/Section-I of the tender document.
6.	Not a part of the Tender document	Please clarify as to who (CWC or vendor) will be responsible to provide infrastructure and internet/leasedline connectivity at site.	The entire local IT infrastructure at CFSs/ICDs will be provided by CWC. However for provisioning all the IT infrastructure at Data Center bidder is responsible.
7	Clause No(24)/Section-III/Point No(1) under bidder responsibility	Is there any requirement of posting manpower at site for the Operation and Maintenance period of three years? If yes then please state the number of manpower required and their working hours.	RO reply is in order
8.	Clause No(19)/ Section-III	Is there any requirement of "Payment Gateway Integration" in the software application? If yes then who will be responsible to appoint and liaison with the payment gateway integrator?	In order to facilitate the electronic payment by the Vendors the software should have provision to integrated with e-payment gate way solution available in the market. CWC Shall

			bear the one time and recurring charges to be paid to the e-payment gateway service provider. The integration of e-payment gateway solution with CFSs/ICDs application software is a part of the scope. Please refer to the clause NO 19/ [i] and [ii]/ Section-III
9.	Clause No(19) / Section-III	Is there any requirement of SMS and Email integration in the software application? If yes then who will be responsible to appoint and pay the integrators? Also what will be the total monthly quantum of SMS and Email respectively.	In order to facilitate the electronic message by e-mail / SMS to the stake holders the software should have provision to integrate SMS and E-mail gateway solution available in the market. CWC Shall bear one time and recurring charges to be paid to the E-mail/ SMS gateway Service provider. The integration of e-mail and SMS solution with CFSs/ICDs application software is a part of the scope. Please refer to the clause NO 19/ [i] and [ii]/ Section-III
10.	Clause No(26) / Section-II	As per clause[D] “Application Availability” of Service Level Agreement (Annexure-VI) of page 68 of the tender document, it is stated that “The availability of application the at the server site shall be at least 98% In case the tenderer fails to meet the application availability requirement, then deviation from the same would attract Liquidated damages as per the following	The above Liquidated Damages is applicable only on the Monthly charges for item No.(B) of Annexure –I.