

CORRIGENDUM No. 2

Reference: GeM Bid no GEM/2024/B/5077336 dated 21.06.2024

Tender Title: First Mile Last Mile Transportation Management tool with e-Reverse Auction for procurement of Transportation Services, along with right to use of the web & mobile-based application tool on software-as-a-service (SaaS) model as per scope of work

Subject: Pre bid queries and response by CWC in respect of Pre bid meeting held on 1.7.2024

SN	Query raised by	NIT Clause/Point No.	Clause Details	Query Details	CWC Response
1.	Truxport	Point no.62 on page number 48		ATC document is directly in contradiction with our intention to add service charges for depositors as CWC. Could you clarify if we should disclose the L1 Name alongside the rate?	Refer Corrigendum 3
				Requires info on an estimated number of auctions we'll conduct and/or monthly dispatch volumes in total MT moved and/or trucks required. This can help us provide better pricing.	Refer Corrigendum 3
		Regarding STQC and other compliances		VAPT certification by STPI (Software Technology Park of India) is considered to be equivalent to if not better than STQC certification. Various government organizations use the certification for vendors. I have attached a document with a brief from STPI hereunder for your reference. Kindly add VAPT certification to the list of certifications acceptable.	As per Department of Expenditure (DOE) Guidelines, the STQC certification is mandatory for any portal to be used in Public Procurement. STQC certification ensures: <ol style="list-style-type: none">1. Adherence to General Financial Rules (GFR)2. Confidentiality and Integrity of Information3. Compliance to Vigilance Guidelines4. System Adaptability and Customization

					Thus, it is clarified that condition of STQC certification remains unchanged.
2.	e-Procurement Technologies Limited	PRE-QUALIFICATION CRITERIA (PQC), Page No. 8	Bidder should have the following valid certification: a) SEI CMMi Level 3 Certification (or above) b) ISO 27001 certification c) STQC Certification for E-Reverse Auction	Sir/Madam as per our understanding, any e-Procurement System (e-Tendering, e-Reverse Auction, e-Forward Auction) has to be tested and audited by STQC and has to be compliant with all the applicable requirements relating to security and transparency of the following guidelines” The conformity certificate of the following guidelines, extant CVC guidelines, GFR Rules and ISO 27001 (Information Security Management) Process Audit pertaining to e-Procurement application / system can be issued only by STQC department based at New Delhi. Guidelines for compliance to quality requirement of e-Procurement Systems dated 31st August 2011 of Department of Electronics and Information Technology (DeiTy), Ministry of Communications & Information Technology of the Government of India [DeiTy Guidelines] which includes 1. CVC Guidelines of e-Procurement application software as covered by the relevant provisions of Annexure-II of DeiTy – Guidelines 2. GFR 2017 as covered by Annexure III of DeiTy – Guidelines 3. IT Act 2000 (and its amendment 2008) as covered by Annexure IV of DeiTy – Guidelines. We further bring to your kind notice that in recent times many e-Procurement service providers misguides concern government departments by submitting non-admissible certificates issued by Private / CERT-IN Test Labs or STQC empanelled test laboratories which is not valid. We request you to confirm that final certificate issued by STQC New Delhi will only be considered as valid STQC Certificate and not from any other empanelled or third party agencies like EQDC, Suma soft etc.	No clarification needed.
		SPECIAL TERMS & CONDITIONS, Page No. 40	4. SECURITY REQUIREMENTS a) The Vendor shall have a well-defined Information Security policy compliant with ISO/IEC 27001 and as a general practice all its delivery centres should abide with standard practices of ISO 27001. b) The application shall be hosted in Data Centre of MeiTY empanelled Cloud Service Provider and shall have well defined anti-malware, adequate firewall and Intrusion Prevention System etc. to avert any unauthorized access. c) There should be a DR (Disaster Recovery) site in India for disaster recovery and business continuity. d) DC and DR in a different seismic zone in India. e) DC and DR should comply to at least Tier III standard. f) E-Reverse Auction Application to be certified by STQC for security compliance.		No clarification needed.
		SPECIAL TERMS &	5. CERTIFICATIONS		No clarification needed.

	<p>CONDITIONS, Page No. 40</p>	<p>In case, the bidder is submitting undertaking against Pre-qualification requirement of Certifications of CMMI level 3, STQC for E-RA engine and ISO 27001, the same needs to be submitted before go-live of the software.</p> <p>Any delay on this part shall attract liquidated damages and in case of inability to submit the same, the contract shall be liable for Termination along with forfeiture of Performance Security and blacklisting for a period of 2 years.</p>	<p>Central Warehousing Corporation (CWC) should not compromise with application infrastructure and data security, hence only those bidders who has experience of providing e-Auction services on STQC audited and certified e-Reverse Auction application should be allowed. Requesting to add such clause as mandatory qualification criteria.</p>	
	<p>SCOPE OF WORK B. System Architecture Page No. 40</p>	<p>2. E-reverse auction application should be STQC certified for safety and security.</p>		<p>No clarification needed.</p>
	<p>SCOPE OF WORK F. Security Audit Page No. 62</p>	<p>a. E-Reverse Auction: E-Reverse Auction module shall be certified by STQC prior to Go live. No further security audit is required for this.</p>		<p>No clarification needed.</p>
	<p>Scope of Work 7. Page no. 42</p>	<p>The base rate/SoR (if given) shall be provided by the concerned Regional Offices has to be the benchmark for the bidding process. The lowest bidder L1 shall be selected through the process of eReverse Auction /normal tendering process treating base rate as the highest benchmark.</p>	<p>Ref. to this point, please elaborate the detail functionality of normal tendering. Are you looking to conduct e-Tender also under this contract? Functional requirement of e-Tender does not mentioned in this Tender Document</p>	<p>Refer Corrigendum 3</p>
	<p>Scope of Work 8. Page no. 42</p>	<p>There should be provision to have multi layered approval system (for internal procedures of CWC) for different activities which may include Empanelment of bidder, Financial quote etc.</p>	<p>Please elaborate multi-layer approval. You mean Workflow should be there for getting recommendation / suggestion / verification / approval. Please confirm.</p>	<p>The offered product shall have work flow mechanism to accommodate all the internal procedures till final approval.</p> <p>This includes role based login of</p>

					committee members, preparation of the Comparative statement, submitting recommendations by each of the committee members, approval of competent authority, reflection of progress to user division etc.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 43	8. The system should allow Rail Operations Division to configure various performance monitoring criteria for fleets in service	Please elaborate this. Is the 'Rail Operations Division' department/division/unit/part of CWC?		Yes. The Rail Operations Division is a Division of CWC Corporate Office in Delhi.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 43	7. User accounts should be created for administrator, transport contractors, Regional and Warehouse Managers, Depositors, CWC Corporate Office Officials and any other user as may be required in the project. Workflows, dashboards should be available for the respective users.	What would be the role of each type of user? Please elaborate their access and process by giving example.		Detailed roles and access shall be finalized at the time of preparation of SRS Document.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 46	27. Approval of Transporter (New Registration) : The system shall have ability to approve / reject transporters.	With respect to this clause, Please confirm, whether there is Auto Approval or Manual approval. If Manual approval, we assume that CWC user will Registration Approve/Reject process from their end by verifying the uploaded docuemtns by Transporter. Please confirm.		It is to clarify that approval will be manual by CWC staff after verifying the uploaded documents.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 46	30. Depositor Data (Integration with WMS / Score) 31. The system shall have ability to integrate with Warehouse Management System / CFS service provider of CWC and fetch depositors details already registered. The system shall auto assign	What does it mean by "Depositor"? Who will be "Depositor"?		It is clarified that the depositors are the customers of CWC who are currently/in past leveraging/leveraged the warehousing services of CWC. It is also to add that customers which are not leveraging the warehousing service of Corporation can also

		unique code to each Depositor. 32. The system shall have ability to create requisition by depositor to avail transportation service		directly register on this portal for using the Transpiration services.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 46	32. The system shall have ability to create requisition by depositor to avail transportation service.	Ref. to this point, please confirm we need to consider "Requisition" as a normal tender OR Normal Tender & Requisition both are different for CWC.	It is to clarify that Requisition shall be submitted by the customer based on predefined fields on the portal provided by Service Provider. The requisition shall be evaluated by CWC and based on the requisition, CWC shall run an E-reverse auction event on this portal. While scheduling this E-reverse Auction event, CWC shall attach the Special Terms & Conditions specific to the work for better understanding of Scope of Work, timelines etc.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 46	39. The system shall have ability to upload the special Terms & Conditions particular to the requisition.	Ref. to this point, please elaborate whether requisition will be created on the application OR it will be integrated with CWC software. Please share detailed functionality.	It is to clarify that Requisition shall be submitted by the customer based on predefined fields on the portal provided by Service Provider. The requisition shall be evaluated by CWC and based on the requisition, CWC shall run an E-reverse auction event on this portal. While scheduling this E-reverse Auction event, CWC shall attach the Special Terms & Conditions specific to the work for better understanding of Scope of Work, timelines etc.
	Soepe of Work	45. Reverse eAuction (Auction Engine)	With reference to this clause, we assume that CWC users will handle all	CWC officer will create and maintain

	A. Process-wise requirement from the web & mobile based application is furnished Page No. 47	: The system shall have ability to create reverse auction for each requisition raised by the CWC or depositor with-in one (1) hour of registration	aspects of auction creating bidder mapping, configuring dates and prices, etc., from their end. Our role as the service provider will be to offer guidance to the officer and Bidder for creating and maintaining the Events. Please confirm. If the service provider is required to perform all activities, then we assume that the CWC users will provide sufficient time and also verify the created event before publishing. Please confirm.	all auction events on the portal. In this context, role of Service Provider is limited to providing technical assistance to all users of the portal.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 49	66. The system shall have ability to encrypt bid during on-going auction session	As e-Auction is live bidding process and as per your requirement the L1 amount should be shown to the all bidders, hence Bid Encryption will be not possible. But during live bidding, Bidder's name can be encoded for the Admin user. Hope, this will suffice your requirement. Please confirm.	It is to be clarified that encryption of bidding shall be required as per the requirement under STQC for e- reverse auction engine.
	Scope of Work A. Process-wise requirement from the web & mobile based application is furnished Page No. 49	69. The system must have integration with Payment Gateway for collection of EMD and Security Deposit as and when required as per Policy.	We hope that the bidder will have the liberty to select Bank & Aggregator to provide suitable Payment Gateway services to CWC to collect the EMD. For that CWC will be ready to sign multiparty agreement with the respective Bank & Aggregator. Please confirm.	CWC is having all its banking arrangements with HDFC Bank. The payment gateway of HDFC bank shall be integrated with the portal.
	Scope of Work Page no. 60	Helpdesk Support Helpdesk support shall be provided remotely and shall be available on Telephone and Email ID during business hours during business days (Monday to Saturday from 9 AM to 6 PM)	In the context of this clause we assume that helpdesk support is only to provide guidance to the officer During Business days and hours. Please confirm.	Helpdesk support shall be required for guidance and technical support to all the users of the Portal during the days and hours mentioned in the Tender Document.
	Scope of Work Page no. 61	C. Change management	As the cost is applicable for any change request, it should be in limited and max. up to 15% +/- from the original requirements mentioned in the tender document.	As per sub clause b of clause no. C Change Management: All changes outside the scope of work and SLA document having financial implications in terms of the overall cost/ time of the project, shall qualify

				<p>for Change Request and billable, except those stated below in clause (c) and these requests shall be undertaken only after securing the express consent of the CWC. If the consent of CWC is not received, then the change will not be carried out.</p> <p>Thus, it is clarified that all the change requests, if any, qualified in terms of above clause, shall be payable on actuals on man day basis rate quoted by bidder in Price bid. The no. of man days shall be sought after submission of requirement.</p>
	General Query		Number of Events published per year (Last 3 years)	<p>This is a new business vertical of CWC and as such number of event published in last 3 years cannot be informed.</p> <p>However, as a rough estimate on no. of events, those are intimated in the corrigendum issued.</p>
	General Query		Is Consortium/ Joint Venture allowed? Please reply.	Consortium/Joint Venture are not allowed to bid in this Tender Enquiry.
3	M/s ABHARTECH	Vide e-mail dtd. 03-07-24 requested to extend Last date of Tender Submission (i.e. 12-07-24) by minimum 2 weeks from 12.7.24.		Please refer corrigendum 3.