

Our replies to Pre-bid queries relating to Request for Proposal for Supply, Customization, Installation, Integration and maintenance of Goods and Services Tax Solution

Reference No. 032017 dated 9th June, 2017

Sr. No.	Page	Point / Section	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation	BoM Reply
1	6	Contents	Annexure - 17 Integrity Pact	As per the tender document, Annexure - 17 Integrity Pact is mentioned on Page No.96, but the document consists of 95 pages only. Similarly, in Annexure 01 - Table of Contents, the bidder is required to provide Integrity Pact as per Annexure - 17.	Same will be required at the time of signing of agreement hence we are not providing as of now
2	51	Annexure 01 - Bid - Table of Contents	Integrity Pact Annexure 17	The integrity Pact seems to be missing, request the bank to furnish the same.	
3	49	Point No. 6.25 Provident Fund / 6. General Terms and Conditions	Bidder need to ensure that their all employees are covered under PF. Vendor need to submit PF coverage letter for their employees issued by the Employees Provident Fund Organization as part of their bid response	Will a self declaration from the bidder stating that all the employees are covered under PF - suffice the requirement. Please confirm!	Self Declaration will suffice
4	17	3.4 Infrastructure	The Vendor needs to size the infrastructure (hardware, Operating System, Database and other related software) for the solution based on the volume and the growth indicated in the Annexure 10 - Technical Requirement (Project Scope) and propose the same as part of their technical bid submission.	To compute the hardware sizing, request the bank to provide volume and user concurrency details.	Monthly number of transactions projected are around 3 crore. There may be indicative increase of 10% per annum
5	70	B) Technical Requirements	The Performance of the hardware should be such that it should handle the millions of Data of B to C transactions and B to B transactions. It should handle filing of the return with such number of DATAs to the GSTN portal without any down time.		
6	60	D1	The Bidder should have implemented any of the solution under tax related activities or any other regulatory software at 2 organization in India out of which One organization should be Commercial Bank.	The Bidder should have implemented or should have a project under implementation related to GST or any other tax related support at two organizations in India out of which one organization should be Commercial Bank.	Raised point already relaxed via corrigendum dated 14.06.2017
7	68	16	The solution should be able to support English / Hindi.	Since all the GST returns language is in English we request bank to adapt standard English language. The solution should be able to support English	Requirement is desired and same is mentioned in RFP also
8	72	11	Solution should be able to support both English and Hindi as language.	Since all the GST returns language is in English we request bank to adapt standard English language, The solution should be able to support English	Requirement is desired and same is mentioned in RFP also

9	74	2	The System's portal must support Hindi language on its user interface for web and mobile users, along with help content / tutorials for guiding customers on functions / searches.	Since all the GST returns language is in English we request bank to adapt standard English language.	Requirement is desired and same is mentioned in RFP also
				The System's portal must support	
				English language on its user interface for web and mobile users, along with help content / tutorials for guiding customers on functions / searches.	
10	68	27	The solution should provide for end to end solution	Please inform how many databases from which we need interface. Different databases such as Credit cards/debit cards/internet banking or any other.	Single Database i.e. CBS
			a. to collect the DATA from CBS with suitable interface or upload or any other means that may be decided with the selected bidders;		
11	68	32	The solution should be able to integrate with CBS, E-Banking and GSP.	We understand GSP service is not in scope from the deliverables and commercials of this bid. Kindly clarify.	GSP service is included in scope
				Please clarify the interface with GSP. Is the GSP offering included in the scope or only ASP which will generate the file required by GSP? In this case – commercial shall include only ASP or ASP+GSP? Please clarify	Commercial shall include ASP+GSP
12	71	3	The Bank has discretion to avail onsite support services and number of support engineers at person day cost given	Kindly inform if the commercial annexure 14/d is for per person day cost.	Yes
				Is this a adhoc deployment or a continuous deployment of a person a onsite? We assume that onsite means PUNE Location. Please confirm.	As and when required support will be taken. Onsite means Pune Location
13	91	d	Annexure 14/d commercials bid- Onsite support charges	Bank need to define how many number of personnel per shift for three shifts.	One person for 2 shift during banking hours will suffice
				Is bank needs 24x7 support or a only two shifts during banking hours.	
14	69	B/1	The Application Solution should be made ready for moving into production within 3 weeks from appointed date after UAT test and acceptance so as to enable the bank for full compliance under GST	The Application Solution should be made ready for moving into production within 4 weeks from appointed date after UAT test and acceptance so as to enable the bank for full compliance under GST	Condition will remain same i.e. of 3 week
15	54	D. Experience & Support Infrastructure	The Bidder should have implemented any of the solution under tax related activities or any other regulatory software at 2 organization in India out of which One organization should be Commercial Bank.	This should be relaxed for selected GSPs by Govt of India on basis of Technology Expertise and previous experiences. GSPs are selected by GSTN after meeting Technology eligibilities to implement GST in India through unique and easy solutions for Taxpayers. Spice Digital has expertise and experience in handling large volume Transactions from Banking, Financial and Securities Sector(BFSI) like SMS Gateway Application for SBI,ICICI Bank and many other BFSI Clients for large volume of Transactions. Suggestion to ask for "GSPs selected by GSTN with prior experience in working with at least two PSUs / Government organisations"	Raised point already relaxed via corrigendum dated 14.06.2017