Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department (RASED)

Clarification Set 2 for Quires submitted after Pre-bid Meeting

#	Section and Page No	Page No	Clause No	RFP Clause Description	Clarification Required	EDSL REPLY
Bid Clarification No						
15	Extension of the closing date.				Given the significant importance of the project and its impact on revenue collection and the complexity of the solution, we request EDSL to consider giving an extension of a minimum of 4 (Four weeks) to submit the bid.	Bid Closing Date 25th March 2025 at 3.00 pm
	3.7 Bidder Eligibility Criteria	Vol 1 & 3 Page 54	3.7.1 Nationality – Local registered company Under JV, all members combined is N/A – explanation on this.		In the case of a JV, can partners carve out specific liability attributed to the respective partner's responsibilities and risks that comes with it? In other words, can partners structure its own liability allocation through the JVA?	can partners structure its own liability allocation through the JVA? **No** Comply to ITB 4.1 (a)
		Vol 1 & 3 Page 6	4. Eligible Bidders 4.1 (a) All partners shall be jointly and severally liable for the execution of the contract in accordance with the contract terms"			
		Vol 1 & 3 Page 56	3.8 Key Personnel "Bidder must propose a core project management and execution team composed of experienced international and/or local experts/consultants, who will assume overall responsibility for the implementation of this project."		Since SME's and consultants worked in similar EXCISE projects are scares in Sri Lanka, is the employer open to bring such consultants from a foreign affiliated entity or branch of the bidder? • If resources are obtained from such a foreign branch or affiliated entity, should such an entity be listed as a JV partner or subcontractor? • Any restrictions of recruiting specialized external resource persons for the project? • Can the SIP outsource components of the main solution to the one of the sub-contractors already listed in the bid?	Bidders can bring foreign consultants. However marks will be given according to the Section 3.8.Key Personnel and Details. Since foreign Bidders not allowed, However Bidders can obtain resources for foreign parties. No restrictions to recruiting specialized external resource persons for the project. Bidders are not allowed to outsource **Main Solution (application Development and Cloud infrastructure)** to sub-contractors.
	EDSL counterparts for Requirements Specification Study	SOR Page 12			Who will be the counterpart / Primary Stakeholders from EDSL and what are their roles and responsibilities? When SIP performs the tasks such as As-Is study, BPR, Re-engineering of forms and making recommendations to Excise Act, the SIP would like to know the counterpart team who will be available. • Are these teams currently defined? • What is the composition of these teams? • What might be their roles and responsibilities?	EDSL will establish the PMU to manage the RASED and they will responsible for providing all information/ details/ sign-off/ etc. In addition to PMU, EDSL will hire third party for Non-Functional Testing
	6. Implementation Schedule	SOR Page 23			The timeline given here is it suggestive or hard-fix? Based on the process – As-Is-Study, BPR and to be process There is no indication of the time Employer will take to review, deliberate and provide input on the report. Our practical experience and understanding is this will take time (2-3 weeks minimum). There has to be flexibility and adequate time given for the Employer to review and get back. • The sign off is happening on T +12 weeks. How can the Portal be developed in T + 12 week? • The go-live of Portal is expected in T + 16 weeks, but the review and sign off processes are happening after that, can we please discuss the expectations from the implementation schedule in details? • Therefore, can the SIP propose changes to the timeline?	SIP Shall complete the all modules within Two years. EDSL Website can be done before Sign-off SRS. SIP can suggest different Timelines but complete the project within Two years. SIP to indicate Employers responsibilities in the Project Plan.
	Scope of work	SOR Page 12			In the SOR, as the first block of tasks, the SIP has to perform a) As Is Study b) Business Process Engineering c) Re-engineering current forms d) Finalize functional and system requirements e) Recommend changes to Excise Act ordinance and regulation The above will have to be presented to government authorities and perhaps the legislature and get approval and or incorporate the suggestions they make. This can have a implication on the project duration and work. How do you propose to handle this?	Based on the BPR, SIP should **only provide** recommendations changes to Excise Act ordinance and regulation. EDSL will accommodate these changes to the revised Act/ Ordinance/ etc.

4 Scope of Work	SOR Page 13			Will the SIP be responsible for the Provision of Physical IT Infrastructure at the EDSL? 1. Establishment of Local Area Network for approximately 1000 users/nodes 2. Establishment of Network Operations Center (NoC) for - hosting the LAN equipment and cabling infrastructure 3. Personal computers, printers etc. 4. Power supply systems including UPS, and standby generator etc.	SIP shall not responsible for supply and implementation of LAN, NOC, Computes, UPS, however after signing the Contract, during the requirement gathering stage, SIP shall obtain all information for NOC, LAN, Connectivity, etc. and design IT Infrastructure for Excise Department of Sri Lanka. **Cost for this IT Infrastructure (NOC, LAN, Connectivity, etc) will be borne by Excise Department** of Sri Lanka. Refer Addendum 01 S.N 14
Change in Contract Elements	Vol 1 & 3 Page 162-167			Should this cover changes in timelines due to delays on the Employers part in performing reviews, providing the signoffs?	SIP to indicate Employers responsibilities in the Project Plan.
Project Implementation Timelines				Can SIP propose changes to the timelines after re-engineering the processes in Phase 1?	Yes, But SIP have to complete with Two Years
6.1 Intellectual Property	Vol 1 & 3 Page 9		If the bidder is using a platform to develop the solution, Bidder will not own the IP for the platform.	Recommend that you amend the clause to facilitate the ability for the bidder to use proprietary platform to develop the solution where the IP is owned by the platform company.	Accepted. However Source Code of the develop/customized/configured Areas shall be hand over to Employer.
ITB 45	Vol 1 & 3 Page 45		The Employer reserves the right to vary the quantities in Section IV (Schedule of Requirements) by plus or minus 20%	This variation is very high and this has to be either revised or open for negotiation.	Comply with the original requirement
7.1 Functional Areas	SOR Pages 31 to 66			The issuing licenses by Divisional Secretariat (DS) • Please clarify if DS will be using the proposed new EDSL web portal to issue these licenses and manage the workflow or • Will DS users access the EDSL proposed core-solution?	Yes, DS users will access the EDSL proposed core-solution Yes, DS users will access the EDSL proposed core-solution
	SOR Page 87			• If so, could you confirm that DS users will need login credentials managed via EDSL core solution? • Can EDSL provide POS location details mentioned in the GIS Location Database in SOR Page 87	Yes, DS users will need login credentials managed via EDSL core solution Address of the all license premises details can be give. After implementation system should have GPS location of the all license premises
7.4 Functional Process: Transport and Tracking	SOP Page 84 And SOP Page			Will EDSL provide the designated locations to the SIP for vehicle tracking or is it the responsibility of the SIP to tag all the designated locations island wide? • We request EDSL to provide the locations • Is the GIS/GPS integration to track the movement of truck only required for transporting the Spirit not the finished liqueur? Is our understanding correct? • Do we need to track inventory for the tobacco Like liqueur? As is there no specific point mentioned for the same? • Please elaborate on the trip and cargo management part given in SOR Page 86. In which cases will this be used?	Yes, Will EDSL provide the designated locations however SIP shall responsible to tag all the designated locations island wide? EDSL will provide the locations GIS/GPS integration to track the movement of truck only required for transporting the Spirit. However system must have facility to expend for finished liqueur Do we need to track inventory for the tobacco Like liqueur? No, Comply to 7.3 Functional Process: Production and Tax - Tobacco In which cases will this be used: Such as Sprit, Liquor, Tobacco, BEEDY, Toddy, imported foreign Liquor, Non-Potable sprit and products
10.6 Bulk Email requirements	SOR Page 107			In which process or steps will the bulk email/SMS be used?	For all EDSL operations
4.4. Description of Approach, Methodology and Project Plan for Performing the Assignment (15 Marks)	Vol 1 & 3 Page 72			Technical proposal is limited to 50 pages inclusive of charts and diagrams) Considering the exhaustiveness of the requirements, can this limit be revised?	This is only for "4.4. Description of Approach, Methodology and Project Plan for Performing the Assignment". Bidders discretion
13.5 Functional Area: Crime and Court Module	SOR Page 167			For Real-time Crime Management app: 1. what is the expected number of users? 2. are the users EDSL employees? 3. are there any external users? 4. Is this mobile based or browser based?	For Real-time Crime Management app: 1. what is the expected number of users: All EDSL staff 2. are the users EDSL employees: Yes 3. are there any external users: Courts and Provincial Counsils 4. Is this mobile based or browser based: Browser
13.5 Functional Area: Technical Crime Management System	SOR Page 172			For Technical Crime Management system: 1. what is the expected number of users? 2. are the users EDSL employees? 3. is there any external users? 4. mobile based or browser based?	For Technical Crime Management system: 1. what is the expected number of users? All EDSL Staff 2. are the users EDSL employees? Yes 3. is there any external users? License Holders 4. mobile based or browser based? browser

8 13.5 Functional Area: Technical Crime Management System				SIP should follow the Excise Notification 509/219/606 and etc.. Forms of E13, E31,E41 1nd the Excise Notification 818	Insufficient information – please provide clarity and more details	E13 & E31 Annex 5: Forms in SOR Other forms and Notifications available in the EDSL website
Technical Crime Rewards System	SOR Page 173		19. According to the Excise Notification 818, Technical Crime rewords are need to be calculated.	Insufficient information – Reward calculation logic to be shared by EDSL.	Available in the EDSL website
			20. Each and every Excise officials need to privilege to check their reword records at any time and the status of a processing reword.	For Technical Crime Rewarding System: 1. what is the expected number of users? 2. are the users EDSL employees? 3. are there any external users? 4. mobile based or browser based?	For Technical Crime Rewarding System: 1. what is the expected number of users? All EDSL Staff 2. are the users EDSL employees? Yes 3. are there any external users? NO 4. mobile based or browser based? browser
			The system should need to track of different type of courts. The system needs to enter all island court details and pick up from the master data in relevant points. The system should need capture the case number and relevant information from the database.	1. Where is the data stored? 2. Is it accessible through API? 4. How is this data used in the solution? 5. Which users will be accessing this information? 6. User count?	1. Where is the data stored? Proposed Data Base 2. Is it accessible through API? Yes 4. How is this data used in the solution? Information/Reports/revenue 5. Which users will be accessing this information? All Users 6. User count? All Users
13.7 Functional Area: POS	SOR Page 178 to 179			1. Will the POS machine require integration with EDC machine for online payments? 2. Will there be any other payment method which will require integration other than EDC machine? 3. What will be the POS roll out schedule? 4. The remote survivability application must be installed on the local sales outlet management POS machine. - Please elaborate on this point? 5. If the sales outlet is within a supermarket, Integrate the SOM POS system with the POS system of the retail outlet used by the supermarket - Please elaborate this point	1. Yes 2. SIP should propose 3. SIP shall complete within Two Years 4. When service is unavailable, data must state in the POS machine 5. If existing POS machines are fully comply to the RASED Requirements, and agree with EDSL, then such machines can be used.
13.8 Functional Area: Lab Management Module	SOR Page 206			Clarity required on Lab management module	Collect the sample , Stamped the barcode ,deliver to the Lab, Include to the inventory(DB) , Testing , Obtaining report , and share the report with relevant stakeholders
13.11 Document Management System	SOR Page 187	Point number 5	Any document adds, modify or viewed will be logged in the audit log. The system needs to capture the username, IP Address, MAC Address, Document View, Date and Time.	Mac Address capturing can only be done if any app is installed on the system instead can SIP capture host details? will be that be sufficient along with meta data on the user details, time stamp etc.?	Yes. MAC address is not mandatory.
12.12 Messaging and MSM	SOR Page 188		Alerts shall be customizable and sent via SMS when transport and tracking	Custom SMS templates first needs to be approved by 3rd party SMS Gateway provider in order to send per SMS at cheaper cost if we go with non-approval method the cost of per SMS would be higher may be this is same for Sri Lanka 3rd party SMS service providers	Requirement is the send SMS alerts including transport status and location etc. via SMS gateway. Any solution which facilitates this is acceptable.
16.1 Software Services and License Agreements	Vol 1 & 3 Page 185		"All software should be royalty free and licensed to the Employer, Democratic Socialist Republic of Sri Lanka on a perpetual basis and should be valid for use at any location specified by the government."	If the bidder / SIP is using a platform to develop the software and the underlying platform service is a subscription license, is this allowed? (on other words will EDSL be open to have annual subscription license for only the platform component, which also includes partially the cloud services cost billed either monthly or annually)	Yes
10.2 Sizing Requirement	SOR Pages 105 to 106		The sizing requirement is given in the SOR pages 105 to 106	Could you please provide the schedule of the expected roll out plan?	Two Years

13.2 Functional Area: Licenses	SOR Page 149 SOP Page 95 to 98	Point no 10		To full-fill the requirements given in this section, could you please list out the external systems available today for SIP to connect or interface? • Will these external systems provide the required APIs? • Will EDSL facilitate in obtaining the APIs on behalf of SIP (as some of the external systems may belong to other government departments / institutions such as Police / Criminal Investigation Department)	Please Refer Section IV: 4.11.2.3.Interfacing with other Systems. SIP shall design and implement the Interfaces after discussion with stakeholders. Payment will be made measure and pay basis
30 Functional Guarantees	Vol 1 & 3 Page 147		Regarding Completion Time Guarantee- The Contractor guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the IT Products and/or Services within the time periods specified in the Implementation Schedule and/or Agreed and Finalized Project Plan pursuant to GC Sub-Clause 8.2, or within such extended time to which the Contractor shall be entitled under GC Clause 44 (Extension of Time for Completion)	. • The periods specified will have dependencies on the initial study, BPR and inputs from EDSL. Based on these, there can be impact on the project plan. Therefore, an element of flexibility is required. Can EDSL amend this clause or introduce mechanisms to address the concern?	Clause is for provide time extensions. Please refer GC. 44
Under Definitions – 20. Subcontracting	Vol 1 & 3 Page 130	20.1 List of approved subcontractors		Can the bidder / Contractor change the sub-contractors and components they provide after award?	Contractor shall obtain prior approval from Employer with clear justification
Performance penalties	SOR, Annex1. Page 211		The performance and response time given are quite stringent. Since the Employer is requesting a cloud-based system, performance can depend on many factors outside the direct control of the SIP	• Since the SIP is planning to use a SaaS platform for the solution, should these performance criteria be reviewed? • Can SIP make recommendations?	Regardless of cloud service model, minimum requirement should be satisfied.
Help Desk Operations	SOR page 212			If the Help Desk operations are impacted due to conditions beyond the control of SIP, can these penalty clauses be amended? What options are available to handle incidents beyond SIP control such as Pandemics, Public disturbances and disruption to public utilities and infrastructure services?	If operation delays beyond the control of SIP, Penalties will not be imposed.
Data Migration	Vol 1 & 3 Page 197		Document suggest that SIP provide costing and estimates for data migration.	1. Can EDSL confirm migration of data means, scanning, capturing and transferring the data digitally to EDSL database or Scanning the documents and digitally storing the document images in EDSL database with index and meta data? 2. We need clarity here as the sample Source documents given here could be filled in any of the three languages and the data captured in such a case will be difficult and time-consuming.• On the same condition above, handwritten source documents that are illegible will be an issue and SIP cant take responsibility for such data. • In any case EDSL should take responsibility for the data and SIP will not be able to take any responsibility of historical data capture accuracy. • In case the data can not be digitized due to illegibility in handwritten data and language issues, will EDSL be open for scanning and storing digital copies of legacy data? • Can this be addressed and conditions amended?	1. Yes. SIP shall migrate the existing Digital Data (150 GB) to the RASED and scan required physical document and upload to the RASED. 2. EDSL will the responsibility
New License Process for Export Permit	SOR Page 62			• Applicant is a person or a organization? • ECG is a team or single person? How many people in this role? • What are the possible outcomes? For ex: Approved / Rejected? • Applicant is already providing these documents in step 1 to ECG. What additional information is captured at this stage? • Is Integration required with OIC/Customs database? • Import and Export controller - 1. Is this a user or team? How may people in this role? 2. Is this an EDSL employee? 3. Can this notification be system generated with a predesigned template?	Applicant can be a person or a organization • ECG is a single person and only ECG play his role • What are the possible outcomes? For ex: Approved / Rejected? ECG discretion • Applicant is already providing these documents in step 1 to ECG. What additional information is captured at this stage? • Is Integration required with OIC/Customs database? Yes • Import and Export controller - Yes 1. Is this a user or team? Use How may people in this role? Max 20 people 2. Is this an EDSL employee? Can be Applicant, EDSL, external Users. 3. Can this notification be system generated with a predesigned template? Yes. SIP can suggest new technology at BPR stage

	Performance Requirements	Annexure 1 : SOR Page 211 to 218		Annexure 1 of SOR indicates performance criteria. While some of these performance measures are impacted by factors outside the control of SIP, such as connectivity speed and network availability.	Can the SIP propose EDSL changes to network infrastructure and measures to mitigate the external factors as part of EDSL responsibility? Alternatively, will EDSL consider the impact of the external factors amend the penalty clauses?	Yes. However SIP shall responsible for their solution. If SIP fails to comply then only penalty clauses apply.
	7.2.2 Production of Liquor	SOR Page 75	Importation of Liquor		• In the system how we will capture the import duty for the import Liquor? • How the USDN number will be assigned for the Imported bottles?	Capture the Import Duty through the Excise Notification Foolproof sticker will paste with USDN number after payment of Import excise duty
	7.3 Interfacing with other entities for data sharing	SOR Page 94 to 95			• There are 27 Interfacing IT Systems, we need more clarity on what type of data source they use. • Will there be APIs available for interfacing? • If APIs are not available, who will be developing the same?	Please Refer Section IV: 4.11.2.3.Interfacing with other Systems. SIP shall design and implement the Interfaces after discussion with stakeholders. Payment will be made measure and pay basis
	Current Systems at EDSL				Please clarify the current systems that are implemented at EDSL and which of these systems will retained and will need integration?	Refer Section VI: 2.3 Overview of Current Information Systems; RASED will be interfaced with "Fool Proof System" all other systems will be replaced
16	Section II – Bid Data Sheet – ITB 4.1				This clause restricts the number of Joint Venture partners to two (02). i) The proposed solution is a complex solution, and the purpose of establishing consortium/ joint ventures is to bring multiple skills & strengths to deliver the project successfully. Therefore, please allow up-to five (05) parties to be in the main consortium. ii) As per the Bid Data Sheet, only "Joint Venture" is stated. Hope "Consortium" is also allowed, with necessary documentation such as LOI.	1. Changed: Maximum number Joint Venture partners: Three(3) 2. Refer ITB 4.1
	Section II – Bid Data Sheet – ITB 4.8				According to the clauses, foreign parties cannot bid. i) Can we use a bespoke solution or a product which has been successfully developed and customize & enhance as per the requirements? This was confirmed at the pre-bid meeting, and please confirm the same. ii) Since domain expertise is very important and critical for a solution of this nature, we request to allow foreign bidders to be in the main consortium/ JV, with mandatory local partner(s).	1. Yes. Local Party must take the responsibility 2. Bidders can bring foreign consultants. However marks will be given according to the Section 3.8.Key Personnel and Details.
	Section III – Evaluation and Qualification Criteria –				One of the key objectives of the proposed solution is to maximize the revenue collection. In order to achieve this objective, it is essential to implement a robust, secure and scalable solution, and "Quality" of the solution is key. For the combined evaluation, 80% of the weight will be given to price while minimum eligibility marks for the Technical Proposal is 70%. This has a major risk of selection of a marginally qualified bid with low cost.

However, we strongly believe that the "quality" shall be the key concern for a solution of this nature where the intended objectives will only be achieved if a proper solution is implemented.

Therefore, we request to change the combined evaluation weights by allocating at-least 75% of weight on quality. | Comply with the Original requirement |
| | Section III – Evaluation and Qualification Criteria – | | | | As per the technical marks allocated for each category, only 10 marks (out of 100) have been allocated for experience of the bidder. Moreover, "Similar Experience" is measured by only one (01) Software Application Development/ Customization project.

We request to allocate more marks for "Similar Experience" and measure the similar experience by "Similar and Proven Revenue Administration Solution Implementation for Government". | Comply with the Original requirement |
| | 3.7.7. Specific Experience | | | | This criteria states that the Bidder should have ISO 27001 certified. Moreover, it indicates that the CSP should have ISO 27001.

Hope both the CSP and Lead Bidder should be ISO 27001 certified. Please confirm. | both the CSP and Lead Bidder should be ISO 27001 certified. |
| | Section VI. Schedule of Requirements | | | | Please provide the scope of "Data digitization & migration" with approximate numbers of pages to be scanned, and data to be extracted via OCR process. This will be required for filling respective price table. | Only scanned copies needed with proper tagging for system retrieval |

	Section VI. Schedule of Requirements				Cloud infrastructure – i) Can we leverage fully on local cloud for the servers, firewalls, storage etc.? ii) Or, do we have to put own hardware and co-locate in local clouds? iii) Any specific requirement for CSP on tier certification (Tier 2, Tier 3 etc.)?	(i) yes (ii) either way is acceptable. (iii) No
	Section II – Bid Data Sheet - ITB 26.1				Current deadline for Bid Submission is 24-02-2025. The time given is not sufficient for a bid of this mature which requires a significant effort and time to submit a comprehensive and competitive bid. Therefore, please extend the deadline giving by at-least one (01) month after the clarifications are issued to the bidders.	Extended up to on or before 3.00 pm on March 25, 2025
17	Section II – Bid Data Sheet – ITB 4.8				This clause states that the Foreign Bidders not allowed to bid. With reference to the above clause, it was confirmed at the pre-bid meeting that a proven solution which has been successfully deployed in other countries can be customized. However, this clause restricts foreign parties to participate as a member of the joint venture. This project requires competent experts having similar domain experience which we believe as a critical requirement. While local presence is a must, and moreover a local company can be the lead party, request is made to allow a foreign principal company to be in the joint venture/ consortium.	Comply with the Original requirement
	Section II – Bid Data Sheet – ITB 4.1				This clause restricts the number of parties of the joint venture/consortium to two (02). This is a complex project which requires different types of expertise. The rationale of joint venture/ consortium is to add more strengths & values comprising of multiple parties to make the project implementation smooth and successful. Therefore, request is made to relax this clause allowing at least four (04) parties in the proposed joint venture/ consortium.	Changed: Maximum number Joint Venture partners: Three(3)
	Section III – Evaluation and Qualification Criteria – 3.3.2. The Technical marks assigned for each category 3.7.7. Specific Experience				According to the 'Specific Experience" required, this tender seeks only one (01) Software Application Development/ Customize project with a value at least LKR 100 million within the last 5 years. As per the marking scheme, 10% of the marks are allocated for the same, while 50% of the marks have been allocated for the proposed solution. Since there is no assessment with regard to the specific experience in delivering a "Similar Solution", a mere "Technical Proposal" can score marks to become eligible since the minimum qualifying marks is only 70%. Moreover, 80% of the weight has been given for the financial factor at the combined evaluation stage which is strange for a solution of this nature where the "Quality" is a key concern. These conditions are not favorable to select the most suitable bid, where the proposed solution, if implemented successfully, can bring a significant amount of tax revenue to the Government. Therefore, the request is made to re-consider the criteria mainly in following areas: a) Allocate marks for proven and similar project experience. Increase the weight on quality factor (current – 20%).	Comply with the Original requirement
	Section VI. Schedule of Requirements				Hope the proposed solution can be fully deployed leveraging local CSPs?	You may propose any cloud solution (IaaS/PaaS/SaaS) from public/private/hybrid cloud. It must fully comply with Personal Data Protection Act No .9 of 2022
	Section II – Bid Data Sheet - ITB 26.1				This clause states the Deadline for Bid Submission as 24th February 2025. Considering the nature of the bid, the deadline is too short and please extend the deadline by at-least four (04) weeks allowing all potential bidders to submit a comprehensive and competitive bid.	Extended up to on or before 3.00 pm on March 25, 2025

#	Section	Page		Clause/Requirement	Query	Response
	Section I – Instructions to Bidders – ITB 4.1(b) Section II – Bid Data Sheet - ITB 14.3 & ITB 24.2				These clauses state the requirement for a Power of Attorney signed by legally authorized signatories of all the partners on behalf of the JV/Consortium In line with the above. Partners in the JV/Consortium to submit individual Power of Attorney (POA) appointing the signatory on behalf of the consortium would suffice the requirement. Also, each POA is to be registered.	Specified in BDS ITB 24.2
	Section I – Instructions to Bidders – ITB 23.7				Bid Security will mention all the names of the JV/Consortium partners.	Refer ITB 23.7: The Bid Security of a JV shall be in the name of the JV that submits the Bid. If the JV has not been legally constituted at the time of Bidding, the Bid Security shall be **in the names of all future partners** as named in the letter of intent referred to in ITB 4.1.
					Softcopy (word format) of the submission forms	softcopy (word format) of the submission forms will be provided by EDSL
18	13.14. Call Center Facilities	126			How many licenses are required for the Call Center system, excluding the three call center agents? If EDSL requires a license for monitoring, please specify the number of users.	Additional 3 users (excluding the three call center agents)
	10.6 Bulk Email Requirements				The sizing requirements for the bulk email facility have not been specified. For instance, if there is a need to send 10,000 emails per day, could you please provide more detailed information about the specific requirements for this service? This includes details such as the expected volume of emails, frequency, any specific performance or deliverability considerations, and any infrastructure or licensing needs for supporting this level of email dispatch.	Target User number apex. 8000. Frequency once a week.
	10.6 Bulk Email Requirements				The Price Schedule currently does not include any price items. Would it be possible to add price items to the schedule if required? If so, could you please clarify the process for incorporating additional price items and any associated guidelines or conditions?	Price shall indicate in 4.11.2.6.EDSL Website and Mail Server. However Bidders and add line items for the Price schedule based on their technical solutions
	13.12 Messaging and SMS	188		SMS Gateway need to be established	Who is responsible for setting up the SMS Gateway? If EDSL is required to procure and pay for the SMS Gateway, please confirm. The bidder cannot provide a price for the service without knowing the actual usage and sizing requirements, as these factors are essential to accurately determine the costs involved. Could you please clarify the responsibility and provide the necessary details on the expected usage and sizing to facilitate the bidding process?	SIP shall provide SMS Gateway. Target User number apex. 8000. Accordingly Bidder shall propose
	13.13. Technical Specifications cloud services	188		The proposed solution must have a Next-generation firewall deployed to inspect all cloud network traffic and prevent threats, Classify and view detailed information on suspicious IPS.	This is a national, mission-critical system. Are we expected to include a Web Application Firewall (WAF) as part of this solution? Please clarify if the WAF is a mandatory requirement for ensuring the security and performance of the system, considering its importance and criticality to national operations. If so, could you specify any preferred configurations or standards for the WAF?	WAF is required and the SIP may propose a configuration for the WAF as they see fit.
	General Requirement			Secure Sockets Layer (SSL)	Who is responsible for purchasing the SSL certificate? Is it the responsibility of EDSL or the bidder? Additionally, should the bidder include the cost of the SSL certificate in the pricing for this requirement? Please provide clarification on whether the cost of the SSL needs to be accounted for within the bid or if it will be handled separately.	Should be provided by bidder and pricing should be included.
	Migration of Existing Digital Data	121		The data from the existing system table need to be migrated by the SIP into the RASED from MS Access, MS SQL , MS Excel, MySQL databases.	Could you please clarify the data storage size required for the migration? Additionally, do you intend to upload data for historical purposes, or will it be for day-to-day operations? If it is for day-to-day operations, please note that the new database design structure may differ from the current one. In this case, EDSL would need to manually enter any missing data to ensure smooth operation. Please provide more details on the type of data and the scope of the migration so we can better understand the requirements.	Both historical can day-to-day data need to be migrated. the bidder shall enter any missing data from the current databases in case required due to structural changes. Existing databases in total are less than 500GB in size.
	Training methods, tools and languages	123		The Bidder need to price the separate tool for eLearning.	The price table currently does not include any pricing for the eLearning module. Is it possible to add a price for this module? If so, could you please specify the number of user licenses that need to be purchased for the eLearning module? Providing this information will help in accurately determining the pricing and ensuring the necessary licenses are accounted for.	Cost for the "eLearning tool Contents" shall be included to the Section IV 4.11.2.4. Training
	13.16. Other eService	203		EDSL web Site/Portal	There is a requirement mentioned in the portal user registration section of the website. Could you please provide more detailed information about this requirement? Specifically, we would like to understand the exact functionalities needed for user registration	Refer 8.1 Functional Overview of RASED

					Query	Response
	13.16. Other eService	203		Content Management System (CMS) required for rooting updates.	Do you only need to create the excise website, or is there a requirement for a Content Management System (CMS) as well? The CMS would be a separate requirement and would need to be purchased separately. Could you please elaborate on your needs more clearly, specifying whether you require the CMS functionality for managing and updating the website content, or if the website itself is sufficient for your purposes? Understanding your exact needs will help ensure the correct solution is provided.	CMS is required for EDSL website to allow easy updating of content by EDSL staff.
	7.3 Interfaces with other entities for data sharing	94		Bellow table summarized the data sharing requirements with EDSL stakeholders and SIP needs to be further elaborate at the Detail Requirement gathering.	The table mentions 27 interfaces, but the detailed requirements only cover 24 of them. Could you please provide the high-level requirements for the remaining interfaces, including the other interfacing agencies involved? This will help clarify the full scope of the integration and ensure that all necessary interfaces are accounted for in the project planning.	Please Refer Section IV: 4.11.2.3.Interfacing with other Systems. SIP shall design and implement the Interfaces after discussion with stakeholders. Payment will be made measure and pay basis
	11.6 Testing	118		Following are the tools that need to be used by the SIP and RASED. The SIP needs to train and help the RASED staff to use the tools. The SIP can suggest any tool that takes as the best practices.	We are able to recommend a variety of tools for your consideration. However, please note that our suggestions will not include a price table, nor will they specify whether these tools are to be purchased by EDSL or the Bidder. If the licenses are to be purchased, kindly indicate the number of users who will require them	Cost for the "eLearning tool Contents" shall be included to the Section IV 4.11.2.4. Training
19					Is bidder need to provide connectivity to POS machine and GPS transponders to central data center locations where software will be deployed ? Or it will be managed by bar owners and the liquor distributors ?	For the POS machine bar owners should provide the connectivity
	2.3 Overview of Current Information Systems	Page 10			Can bidder reuse all the systems mentioned under this section in future?	If existing POS machines are fully comply to the RASED Requirements, and agree with EDSL, then such machines can be used.
	5. Provisioning an email system	Page 13			Is it mandatory to use MS Exchange for mail server, or bidder can propose an alternative option	bidder can propose an alternative option. Must comply to SLA
	7. Provision of Physical IT infrastructure at the EDSL	Page 13			All the component under this section is descoped from this RFP or only "Establishment of Local Area Network for approximately 1000 users/nodes" is descoped? Please confirm.	NOT a SIP responsibility, Refer Addendum 01
	Data digitization & migration	Page 14			Regarding migrating paper based data to the system, is it only required to scan the paper based document and upload to the system or is it required to extract the data of the paper based documents by using optical character recognition (OCR) ?	Only scanned copies needed with proper tagging for system retrieval
	4.5.2 Staff Deployment Plan	Page 79			As per table there are multiple columns for Year/Month, what should bidder insert for these columns ? Can EDSL elaborate this with an example ?	Not Clear
	7.6.2 Real time Crime Management System (Raid)	Page 89			EDSL is planning to use existing Microsoft Access based Raid system or bidder has to propose a new Raid system?	Bidder has to propose a new Raid system
	4.11.2.5 Help Desk	Page 93			As per the RFP, EDSL has specified three agents per month but to run 8.00 am – 11.00 pm help desk, 3 heads will not be enough. So can bidder propose number of agents according to bidder's assessment?	Additional 3 users (excluding the three call center agents)
	Lab Module	Page 94			Need more clarity on what EDSL really require from bidder regarding Lab module requirement?	Collect the sample , Stamped the barcode ,deliver to the Lab, Include to the inventory(DB) , Testing , Obtaining report , and share the report with relevant stakeholders
	Remote user requirement	Page 106			Is there a Firewall available in EDSL to terminate VPNs ?	No
	10.7 Disaster Recovery	Page 107			Replication link between main and DR sites to be provided by bidder or it will be provided by Excise department? If EDSL expects bidder to provide the link, what will be the bandwidth of the link?	Should be provided by the bidder.
	Alerts and Notifications	Page 177			Does Bidder need to provide SMSC facility or will it be provided by EDSL ?	Should be provided by the bidder.
	13.14 Call Center Facilities	Page 193			What are the Call recoding and Data logging time periods of requested Call center facility?	one month
	Call Center Facility - Multilevel Integrated Voice Response (IVR)	Page 194			Will Hotline number 1913 be provided by EDSL or bidder has to provide it as well ?	EDSL will provide
	Annex 8 - Specification for the POS Machines and SLA	Page 208			As per the specifications EDSL has requested Windows based PoS machines. Is it ok to propose Android based PoS Machines?	Changed: Refer Addendum 01
					Required payment gateway facility for online payments will be provided by EDSL and EDSL expects only the Payment gateway integration from Bidder? Please clarify.	Payment gateway will be provided by EDSL and bidder shall integrate it.

20					Request an extension of the submission deadline until the 31st of March 2025	Extended up to on or before 3.00 pm on March 25, 2025
21	Joint venture				Can the JV partner be a foreign entity ?	Not allowed: Comply to the original requirement
	Technical				What is the scope of format existing digital data and upload to the system ?	MS Access, MS SQL, MS Excel, MySQL databases. with 150 GB
					Where is data stored and how to retrieve the data for formatting ?	In the proposed Cloud infrastructure
					Regarding scanning of paper records what are these document types under each category? (Eg. Invoices, payment vouchers)	Refer License process, (BR, Layout Plans, Deselect)
					Do you need sub document types under each category ? if so please mention all.	yes. Bidder shall keep the Provision for this.
					What are the indexes related to each document type?	Bidder shall propose a suitable indexing scheme for documents.
					What is the condition of each document type ?	Documents are in good scannable condition.
					Are there any document which are unable to unbind of scanning?	No
					How are the documents stored and stored location ?	At EDSL headquarters.
					Do the documents stored in single location, or do we have to travel around the country to do the scanning ?	Single location.
					Do we need to maintain the scaling for A2 or A1 documents?	Largest size is A1. No scaling is required.
					What is the image resolution required for the scanning ?	300dpi
					It would be idea if you could arrange a site visit to inspect the original documents.	Site visit can be arranged.
22					Since the project is splatted in to two phases where Operations & Maintenance Support of Phase 1 will be commenced from T+76 weeks and Operations & Maintenance Support of Phase 2 will be started from T+90. But as per the 4.11.2.10. Recurrent Cost: Support and Maintenance period, EDSL has asked Recurrent Cost for four years, but as per two phases , Maintenance period of Phase two will go beyond fourth year as it starts from T+90. In that case how bidder does provide the pricing?	Refer "4.11.2.8.Initial Cloud Setup". Bidder shall include Design, Implement, Set Up and Commissioning Cloud System **up to the OAT**. The Cost for Cloud Services (four (4) years after OAT) as per SOR and SLA shall be included in 4.11.2.9. Recurrent Cost: Support and Maintenance period
	Annex 8: Specification for the POS Machines and SLA a.POS Machines , b.Thermal Printer , c.Barcode Scanner				As per the tables of following sections, there is a section to provide commercials as well as following Since this is Technical compliance, is it required to provide a price here ?	Refer Addendum 01: Bidder shall net include prices for any component in to the Technical Bids
	Data Digitization & Migration	Page 20			Regarding data migration from existing data bases , as per the standard practice data custodian (EDSL in this case) cleanse the existing data and provide the data according to the requested format of bidder, this standard methodology is followed to avoid any risk of losing valuable data of the customer because EDSL is the one who knows about their own data. Therefore we request EDSL to take that responsibility in data migration.	Bidder shall provide the data cleansing service with consultation of EDSL.
	4.11.2.10 Recurrent Cost: Support and Maintenance period				As per the requested price for "Cloud Services" , bidder has to provide a price for four years. But in the compliance "RASEDSOR2025.01.15.pdf" Page 189, EDSL has mentioned " 8. The proposed cloud platform should have a flexible and predictable pricing model providing a demand base payment model" . If that is the case EDSL has to pay for the cloud services on measure and pay basis. Please advise which way bidder has to quote for the cloud services.	Pricing should be provided for four years and any fluctuations should be absorbed by the bidder.
23	Schedule of Requirements	page 87 - Functional areas	If the sales outlet is within a supermarket, Integrate the SOM POS system with the POS system of the retail outlet used by the supermarket		what is meant by SOM POS system ?	The Sales outlet management POS system will be populated with the latest valid liquor tariff rates approved by the EDSL

| | Schedule of Requirements | page 87 - Functional areas | The sales outlet management POS to update the physical location of the installed device in the RASED GIS location database. | | Does the POS require to Have GPS location updates to the central system ? | Not required. |