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

**Clarification Set 3 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** | | | | | | |
| **24** | | | | | On page 49, under section 3.1 "Preliminary Examination of Technical Bids," point (d) references ITB 19. However, upon reviewing the document, I noticed that there is no ITB 19 clause, immediately following ITB 16.1 on page 42. Instead, the document jumps directly from ITB 16.1 to ITB 19.7 on the next page. Similarly, ITB 48 and ITB 49, which are supposed to cover bid security details, are also missing from the document. | Bidders must read the clauses of Section II – Bid Data Sheet along with the clauses of Section I – Instructions to the Bidders. Only the specific details related to the ITB are specified in Section II – Bid Data Sheet. |
| **25** | | | | | Upon thoroughly reviewing the technical requirements, we have noted certain specifications that demand a high level of design efforts to prepare a comprehensive and competitive technical proposal. Given the complexity of the task, we kindly request an extension of the bid submission deadline by at least four weeks from the current closure date of 25th March 2025. | The Deadline for Submission of Bids is on or before 3:00 p.m. on March 25, 2025. |
| **26** | ISO 27001 certification. | | | | Specifically, we would like to confirm whether it is mandatory for the main bidder to hold the ISO 27001 certification at the time of submission, or if this requirement can be fulfilled in any other way of any equivalent compliance measures. | Comply to the original requirement. Lead partner and CSP must have ISO 27001 |
| **27** | Technical Requirements | 109 | 10.1 | Security | Is there a requirement for data to be stored exclusively within a specific country or a particular cloud region?<br>ICTA recommendation:<br>The decision of whether or not to pursue data sovereignty without data localization is a complex one that must be made on a case -by-case basis, taking into account the specific circumstances of each government organization.<br>https://www.icta.lk/icta-assets/uploads/2023/11/annex-3---data-soveriegnty-&-data-localization.pdf<br><br>Government organization can process their data outside the boundaries of the country with the permission of the Minister responsible for data protection under Article 44 or 45 | In line with the Personal Data Protection Act No. 9 of 2022, the Bidder shall propose complete data encryption techniques, boundaries, and other measures to ensure that no data will be accessible by any unauthorized party. Additionally, Public Cloud Service providers must sign a separate Non-Disclosure Agreement (NDA) with EDSL, confirming that their solution fully complies with the Personal Data Protection Act No. 9 of 2022. |
| | Technical Requirements | 109 | 10.1 | Security | Can backups or disaster recovery (DR) copies be stored in a different country/region? | AS per the SLA Bidder can suggest |
| | Technical Requirements | 104 | 10.1 | Cloud infrastructures, design and implement automated scaling processes | Are there specific off-peak hours when usage is expected to be lowest or non-existent (e.g., weekends, late nights)? | Peak hours for POS 6.00 pm to 10.00 pm |
| | Technical Requirements | 104 | 10.1 | Cloud infrastructures, design and implement automated scaling processes | Can production compute resources scaled down completely during above hours to reduce the total cost of ownership? | SIP shall comply the SLA. However Bidder can suggest |
| | Technical Requirements | 106 | 10.2 | The SIP needs to size the total infrastructure maximum 50% concurrent Users. (9400) | What is the expected annual growth of maximum concurrent user base? | 10% per annum |
| | Technical Requirements | 105 | 10.1 | The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits have to be changed) has to be carried out with prior approval by the RASED. The SIP shall provide the necessary details including the sizing calculations, assumptions, current workloads & & utilizations, expected growth/demand and any other details justifying the request to scale up or scale down. | If approved can the quarterly invoice be adjusted to include the additional costs? | No additional Cost will be paid |
| | Technical Requirements | 106 | 10.5 | All the data need to be archived for 10 Years for legal requirements of the government | Is a data lifecycle policy available for different types of data and files (so that infrequently accessed data can be placed in low cost infrequent access tiers)? | Minimum period is 10 Years. |
| | Annex 2 | 213-214 | 1,2,3 | Availability/Uptime | Cloud service providers themselves offer credits for services not meeting SLAs. Can CSP credits be leveraged for SLA violation paneities? | The Contractor shall responsible for the whole work and SLA. |
| | Annex 2 | 216 | 10 | Percentage of timely vulnerability corrections. | Unclear on how the vulnerability SLA is measured. Vulnerabilities | SLA Measured as a ratio of corrected to total Vulnerabilities. audited by the third party agency  hired by EDSL for security & controls perspective and need to clear the Vulnerabilities as per SLA. |
| | | | | | Are there any compliance requirements (e.g., GDPR, HIPAA)? | Comply with Personal Data Protection Act No. 9 of 2022 |

| # | Topic | Page | Section | Sub-topic | Question | Answer |
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| | Technical Requirements | 107 | 10.6 | Email Solution | Are there any future features or capabilities you might need? | Future capabilities and workflows needs to be supported by the system. |
| | | | | | Are there any specific user roles or departments that need to be considered? | yes. different user roles are needed and those users will have specific functionalities. |
| | | | | | Do you have any specific archiving or retention policies? | refer page 106 - 10.5 Back up Schedule All the data need to be archived for 10 Years for legal requirements of the government |
| | | | | | Do you prefer an on-premises, cloud-based, or hybrid deployment? | Deployment should be on the cloud |
| | | | | | Do you require any custom features or configurations? | question not clear. all relevant requirements are described in the SOR |
| | | | | | What are your security requirements (e.g., encryption, spam filtering, malware protection)? | Refer page 108. 10.10 Security. Different security measures needs to be taken to secure connectivity, Data protection and system protection, and sufficient measures needs to be taken by the bidder to ensure compliance. Bidder shall propose the solution following the best practices. |
| | | | | | What are your storage requirements per user? | Different workflows may require different storage and it depends on the solution provided. Bidders need to estimate |
| | | | | Bulk Email Sending | How frequently will bulk emails be sent? | Target User number apex. 8000. Frequency once a week. |
| | | | | | How will you manage your email lists (e.g., opt-in/opt-out processes)? | In/Out process |
| | | | | | What is the purpose of the bulk emails (e.g., marketing, notifications)? | Mainly Notifications |
| | | | | | What is the expected volume of bulk emails to be sent? | Target User number apex. 8000. Frequency once a week. |
| | | 76 | | SIEM / SOAR | To get the best our from a SIEM solution, it needs to be monitored and optimized on a daily basis which is the primary task of a SOC. However the RFP has not requested SOC services from the Vendor. Please clarify where the SOC services are in scope of this RFP | SIEM / SOAR should be a part of the system manage service responsibility of the Bidder |
| | | 22 | | Call Center Facilities | Estimated number of call hours per day | Approx. 350 calls per day |
| | | Procumbent Doc Vol1-3 - Section 4.11.2.5 | | Help Desk | There is an ambiguity in operation hours and days of the Help Desk. Can you please re-confirm operations hours and days | from 8.30 to 5.00 pm |
| | | | | | Number of Agents required are mentioned as three (3), can you please re-confirm the same | From 8:30 to 5:00, other calls will be answered by EDSL-trained staff |
| | | | | | Do you require proactive or reactive monitoring & support to monitor and maintain the platform. If yes what is the type of monitoring required e.g. Proactive 24*7 Monitoring & Managed Services, 8*5 Reactive Support, etc.) | This has to be in line with the SLA requirements in Annex 2 |
| 28 | The Deadline for Submission of Bids | | | | ●We kindly request an extension of the bid submission deadline by four (4) weeks. This additional time will allow us to thoroughly review the feedback for the bid queries, engage with various stakeholders and parties, communicate effectively, prepare the necessary agreements and letters, and develop a comprehensive and competitive bid that fully addresses the project requirements. | The Deadline for Submission of Bids is on or before 3:00 p.m. on March 25, 2025. |
| | Provisioning an email system | Pg 13 | | | 1. If we propose an on-premises MS Exchange server, should we include hardware (such as servers and spam gateways) as part of the solution? 2. The solution preferred the use of a Microsoft Exchange email server. Is it acceptable to consider an alternative fully cloud-based email system, such as Google G-suite or Zimbra Alternatively? or is there a compromise solution available? 3. If we propose an alternative cloud-based email solution with webmail access, what is the required mailbox capacity for webmail? 4. If we propose an alternative cloud-based email solution with webmail access, what compulsory features (E.g. Calendar / Docs / Sheets) should the email solution include? 5. If we don't use the preferred email channel (Microsoft Exchange), is there a possibility of not receiving marks in the tender evaluation? | 1. Yes bidder should provide the necessary infrastructure to run the email solution 2. Bidder can propose a suitable email solution 3. Email capability : at least 50 GB per mail box 4. Yes, those features should be available 5. No, as long as the bidder propose a suitable email solution meeting the requirements |
| | Data Visualization | Pg 182 | | | ●You are expecting both Standard Reports and Customized Reports. Could you please clarify what you mean by Customized Reports and the reason for this requirement? | Standard reports refer to the reports that are required daily, weekly, fortnightly, monthly, annually, etc., and should be automatically generated by RASED. Customized reports refer to the ad-hoc reports that are generated using Data Analytics tools. |
| | Call Center Facilities - IVR | Pg 194 | | | 1. How many users/agents in Total in the call center will use the phone system? 2. How many concurrent users are expected to use the IVR system at a given point in time? | 1. Max Ten agents 2. concurrent users are expected to use the IVR system : Max 10 users |

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| | GPS transponder | Pg 85 | | 1. We have observed that tamper-proof GPS devices are not currently available in the market. However, we are capable of incorporating tamper-evidence features into our solution, which would effectively detect and indicate any attempts to alter or tamper with the device. Could you please clarify whether this is okay for you? 2. Typically, GPS transponders with built-in batteries that can operate for 24 hours are quite costly. In contrast, cost-effective GPS transponders typically offer a battery life of 3-5 hours. However, we can enhance the performance of these cost-effective transponders by reducing the real-time synchronization frequency. Could you please clarify whether this is okay for you? | 1. Bidders may propose similar or better solutions which comply to the minimum requirements. 2. Bidders may propose similar or better solutions which comply to the minimum requirements. |
| | Data Migration | | | ●Is the OCR option required for the data migration process? We ask this because, if OCR is necessary, we would need to implement APIs to capture metadata (indexing parameters) from the OCR content, which would incur additional costs. | OCR not required. Only scanned copies needed with proper tagging for system retrieval |
| | Website Hosting | | | ● Are you planning to host the new website within the existing website server space, or will we need to provide additional server space for the website as well? | Bidder need to provide additional server space for the website |
| | Change Requests in Addendum | Pg 41 | | ●Could you please clarify what you mean by '50 man-days' for the change request? | Bidder shall price for 50 man days for any changes to the RASED sys |
| 29 | | | | we express our keen interest in participating in the Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department (RASED) bid. Given the scale and significance of this opportunity, we are committed to delivering a comprehensive and well-structured proposal that aligns with the requirements of the Excise Department. To ensure we present the most optimal solution, we kindly request an extension of the bid submission deadline until 25th April 2025. This additional time will allow us to refine our approach and provide a thoroughly developed submission. | The Deadline for Submission of Bids is on or before 3:00 p.m. on March 25, 2025 |
| 30 | Annex 2: Service Cove Period / Performance requirements (SLA) and Performance Requirements of cloud infrastructure | Section vi Page 212 to 218 | | Penalty is mentioned per incident but there is no maximum cap value defined. Kindly provide the maximum penalty value. | no maximum cap |
| | Extension request to the submission date | | | Kindly provide an extension to submission date at least by 3 weeks to prepare a comprehensive proposal for the RFP. There are many areas we have to study in detail with the help of domain experts and prepare our solution. | The Deadline for Submission of Bids is on or before 3:00 p.m. on March 25, 2025 |
| | General clarifications | | | Please provide Estimated Total transactions per day or Total Bottle sales per day for correct sizing of the system | Approx. 1,900,000 units sales per day (Liquor, Beer, wine etc..) |
| | General clarifications | | | Please provide Estimated Total manufactured bottles per day correct sizing of the system | Approx. 2,100,000 units per day (Liquor, Beer, wine etc..) |
| | General clarifications | | | Please provide Estimated number of delivery trucks to track per day ? | Approx. 270 Trucks per day |
| | Addendum | Page 5 | The estimated number of total concurrent users of the system is 9400 (50% Concurrent Users) | please provide Projected number of system users interactions at peak and average user interactions per sec. | Refer 10.2 Sizing Requirement of Section VI: SOR and Addendum 01 |
| | Addendum | page 48 | Memory - 8GB, Upgradable to 16GB Storage - 128GB M.2 | This specifications can be ok for Windows OS, but for other OS like Android, the specifications are much smaller and can provide the same performance. By elevating the specs the cost of equipment goes up, without real requirement. Kindly reduce the specifications to suit for android or similar OS. Usually specs can be reduced for android. Request to change to memory 4GB or higher and Storage 64GB or higher | Comply to the "Revised Annex 8: Specification for the POS Machines and SLA" |
| | Addendum | page 48 | Display - 10" TFT 1024x768 | Please make the specs to provide higher configurations as well. For example, 10" or higher display | Yes. Bidder can provide 10" or higher |
| | Section VI 13.7. Functional Area :Point of Sales | page 179 | The Sales outlet management POS system will be populated with the latest valid liquor tariff rates approved by the EDSL | Different outlet types might have different tariffs. For example wine stores and Club bars. Do we need to populate a flat tariff or need to differentiate for each bar type ? | EDSL requirement is to monitor the volume of sales such as Numbers/Type/etc. nat the price |
| | Section VI 13.7. Functional Area :Point of Sales | page 179 | The sales outlet management POS to update the physical location of the installed device in the RASED GIS location database | POS is not asked with a GPS module. Is the address entry is acceptable or need to get the POS GPS location ? | GPS not required |

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| **31** | Schedule of Requirements - 13.5 | 167-175 | Crime and Court | | With reference point #23 - "The system should need capture the case number and relevant information from the database.". Is the database referred to here an external database? | No |
| | Schedule of Requirements - 6 | 22 | Implementation Schedule - S.N. 6 | | As there are many artifacts to be delivered at this milestone of the Completion of the to-be process and the BPR, including the BPR report, re-engineered forms, and recommendations on the changes to the act, the time duration set for this activity is not sufficient. Please consider increasing the time allocated for this activity. | Comply with the original requirement |
| | Schedule of Requirements - 6 | 23 | Implementation Schedule - S.N.9 | | For the delivery of the System Requirements Specification Report there is only two weeks available from the sign off on the to-be processes. This time duration allocated for this activity is not sufficient to produce a comprehensive, well-put SRS document. Please consider increasing the time duration for this activity. | Comply with the original requirement |
| | Schedule of Requirements - 4 | 12 | Implementation of EDSL Portal | | With reference to the Implementation of the EDSL Portal, is this website going to be a re-designed version of the current EDSL website while using the same content as the current website. Or is there a new requirement to be captured for the website? | A re-designed version of the current EDSL website will be created while using the same content by the SIP. However, if EDSL needs to publish more details, that details will be provided by EDSL. |
| | | 105 | 10.2 | For Mobile App | For EDSL Staff<br>Sign Up : How many sign up requests for EDSL staff expected per month?<br>Login : How many login requests for EDSL staff expected per month?<br>Receive alerts on unauthorized stops: How many transport vehicles would be in operation per day?<br>Access vehicle history logs : How many inquiries for vehicle history logs views expected per month?<br><br>For Vehicle Owners (Licensees)<br>Sign Up : How many sign up requests for Licensees expected per month?<br>Login : How many login requests for Licensees expected per month?<br>Receive alerts on unauthorized stops : How many transport vehicles would be in operation per day?<br>View vehicle movement history : How many vehicle movement history requests are estimated from licensees per month? | Approx. 20000 signups (Total User Accounts)<br>Approx. 210000 Login Requests per month<br>Approx. 270 Trucks per day<br>Approx. 30 log views per month<br><br><br>Not Required |
| | | 106 | 10.2 | For Web Portal | EDSLPortal<br>Citizen Portal<br><br>Exice License Verification How many license verification requests are expected per month?<br>Complaint Submission & Tracking<br>How many complaints from Citizens are expected per month based on past experience and any extrapolation EDSL can do on that data?<br>Public Notifications & Announcements N/A<br>Online Payment for Excise Services How many online payment requests are expected per month from citizens?<br>Grievance Handling & Response System How many grievance requests are likely to occur during a month?<br><br>Manufacturer Portal<br>Excise License Application and Renewals How many Excise licenses applications are expected per month?<br>How many Excise license renewal requests are expected per month?<br>Product registration and label approving How many product registration requests are expected per month?<br>Integration with customs and tax authorities How many times a day should the data be synchronized with Sri Lanka Customs? Is it a daily or monthly upload?<br>How many times a day should the data be synchronized with IRD? Is it a daily or monthly upload?<br><br><br>Wholesaler Portal<br>Wholesale License Management How many wholesaler license applications are | Citizen Portal<br>Approx. 100 license Verification request per month<br>Approx. 50 complaints from Citizens per month<br>Approx. 1000 online payments per month<br>Approx. 400 grievance requests per month<br><br><br><br><br><br><br><br>Manufacturer Portal<br>Approx. 2 Manufacturer licenses applications are expected per month<br>All (50) Manufacturer licenses renewal requests are expected per year<br>Approx. 10 Product registration and label approving expected per month<br>Daily synchronize need with SL Customs<br>Daily synchronize need with IRD |

| 32 | Sizing Requirement | 105 | 10.2 | PoS Module | Point of Sales Module related sizing<br><br>Sales Data Collection :<br>Can we obtain daily liquor sales data, broken down by province, to understand the consumption patterns per day?<br>What is the average number of bottles sold per province on a daily basis?<br><br>Time Duration (Peak vs. Off-Peak Hours):<br>Can we access time-stamped sales data to identify peak and off-peak hours for liquor sales?<br>What are the typical peak sales hours (morning, afternoon, evening, night) for liquor in each province?<br>Do sales patterns show a variance during weekdays vs. weekends?<br><br>Weekend Sales Consumption:<br>How do weekend sales (Friday-Sunday) compare to weekday sales (Monday-Thursday)?<br>Is there a noticeable spike in sales during the weekends across all provinces, or is it more localized?<br><br>Number of Sales Cashiers<br>Sales Staff or Cashier Count: The number of cashiers or sales representatives in each store<br>or location. If you have more sales staff, it might allow for higher TPS, as multiple transactions can be processed simultaneously<br><br>Example Data Collection:<br>Average Transactions per Day: 1,200 transactions/day<br>Peak Transactions per Hour: 500 transactions/hour<br>Average Time per Transaction: 5 seconds | Sales Data Collection<br>Approx.  1,500,000 units sales per day (Liquor, Beer, wine etc..)<br><br><br>Time Duration (Peak vs. Off-Peak Hours)<br>Peak Sales hours are evening and night<br>weekends  and day before excise holidays have high sales<br><br><br>Weekend Sales Consumption<br>Across all provinces<br><br><br>Number of Sales Cahiers<br>Yes |
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| | | 105 | 10.2 | Vehicle Tracking | Vehicle tracking related sizing : On average how many vehicles would need to be GPS monitored per day? | Approx 270 Vehicles are expected to be monitored per day |
| | | 84 | 7.4 | Functional Process : Transport and Tracking | 1. What is the warranty period<br>2. Maintenance procedures to be specified<br>3. Post warranty maintenance period<br>4. SLA requirement<br>5. Are the devices needed to be installed on vehicles or only needed to be handed over to any specific office premises?<br>6. If needed to install on vehicles what are the locations<br>7. Where are the specific office premises to hand over devices | 1. What is the warranty period: Four years<br>2. Maintenance procedures to be specified; Comply to SLA<br>3. Post warranty maintenance period: Not required<br>4. SLA requirement: Refer general SLA<br>5. Are the devices needed to be installed on vehicles or only needed to be handed over to any specific office premises? hand over to specific office premises<br>6. If needed to install on vehicles what are the locations: Not required<br>7. Where are the specific office premises to hand over devices; All EDSL premises/ License premises |
| | | 193 | 13.14 | Call Center Facilities | 1. What are the Social Media channels needed to be integrated<br>2. Please provide the scope of Identity and  Access Management (IAM) | 1. not identified. Bidder may suggest<br>2. Refer 4 (4), 7.4, 7.5, 10.3 of the Section VI: Schedule of Requirements |
| | | 100 | 10.1 | Security Administration and monitoring of Security Incidents host-based intrusion detection systems | What is the Requirement for Endpoint protection (Anti-virus / Endpoint detection and response),<br>if so what is the endpoint count. | Not required |
| 33 | Addendum 01 RASED March 05 | Page 50 | Revised Annex 8 | POS Machines specifications | There is still a discrepancy in the specifications when considering the POS machine Spec. An Android device with 8GB of RAM and 128GB of ROM has a much higher specification than necessary, which would result in a significant increase in cost. However, this given configuration is standard for a Windows terminal. Therefore requesting EDSL to provide a proper spec for Android PoS machine that must be sufficient enough for given purpose of this RFP. | Refer Addendum 01: Revised Annex 8: Specification for the POS Machines and SLA<br>"Following are the minimum specifications for POS Machines, Thermal Printers, and Barcode Scanners. However, bidders may propose technologies or products with similar or better performance. The proposed products must comply with the 'Service Level Agreement for POS Machines,' 'Annex 1: Performance,' and 'Annex 2: Service Coverage Period / Performance Requirements (SLA).'<br>Bidders shall submit only "One Option" for POS Machines, Thermal Printers, and Barcode Scanners." |