

RFP Requirement	Request From Bidder	Our Reply
Company should have full-fledged office in Kolkata for at least last 2 years as on 31.03.2017	The Company should depute a dedicated onsite support resource at NIC Kolkata office for the contract period	The eligibility criteria listed in RFP cannot be altered.

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An authorized representative of the applicant shall initial all pages of the RFP document	Are we supposed to submit the signed copy of the RFP (published by NIC) along with our technical response? Kindly confirm.	Yes, hard copy of the RFP (published by NIC), duly signed by the authorized representative, and must be submitted along with technical response. Besides provide these copies in electronic mode.
The Lowest Quote will be selected	We request NIC to select the bidder through a techno-commercial evaluation method	<ol style="list-style-type: none"> 1) All the bidders who satisfy the eligibility criteria mentioned in Annexure –A of RFP will be called for making presentation before the committee formed for this purpose 2) All the bidders who get 70 marks out of 100 in technical proposal and presentation will become eligible for commercial bids 3) The lowest bidder among all those who qualify for commercial bid will be selected as L-1 for this purpose.
Later date switching to on-premise model.	Request NIC to let us know the timeline for migration to on-premise model.	The approximate timeline for migration to on-premise model is 1 year from the date of appointment.

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Whether GST solutions need to be mandatorily be onsite at a later date.	No, it is not mandatory, if it is decided to move onsite on later stage, the selected bidder who will be chosen through a tender process will have to help in the process for migration of data.
Whether training is required to be provided to NIC personnel. If yes then in how many location training needs to be provided.	Yes, GST training is required to be provided to NIC personnel (not less than 10 sessions) at the training center of our company at Narendrapur (Kolkata).
Whether the call center is mandatorily required for 24 hours.	Call center required during business hours, i.e. approximately 8 hours (9am-6pm), 6 days a week.
What are the systems that NIC is currently having?	System details are mentioned in Para 4 in Annexure E. We have more than one system which is currently being used for issuance of policies. Data relevant for uploading in GSTN will be furnished and this needs to be uploaded by the bidder.
What data is required to be migrated to new system	Relevant data from your database needs to be migrated to our own premise system as when required
What is expected in the data cleaning and validation of data from legacy system?	We have more than one system which is currently being used for issuance of policies. Data relevant for uploading in GSTN will be furnished and this needs to be uploaded by the bidder.