

Tender Ref. No. ITPO/ITSD/Online Ticket Booking/2016 dated 03-08-2016

Clarifications

Date: - 12-08-2016

SL.NO	CLAUSE NO. / DETAILS	CLARIFICATION SOUGHT/REQUEST	ITPO'S RESPONSE
1.	<p>Cost of tender document Rs.525/- including 5% D-VAT through demand/bank draft favouring ITPO.</p> <p>Earnest Money Deposit Rs. 30,000/- through demand/bank draft favouring ITPO.</p>	<p>As per the guidelines of Department of Electronics & Information Technology, GOI for system integrator To safeguard against a bidder's withdrawing or altering its bid during the bid validity period in the case of advertised or limited tender enquiry, Bid Security (also known as Earnest Money) is to be obtained from the bidders except those who are registered with the Central Purchase Organisation, National Small Industries Corporation (NSIC) or the concerned Ministry or Department.</p> <p>The units registered under Single Point Registration Scheme of NSIC are eligible to get the following benefits under "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012" as notified by the Government of India, Ministry of Micro Small & Medium Enterprises, New Delhi vide Gazette Notification dated 23.03.2012. * Issue of the Tender Sets free of cost; * Exemption from payment of Earnest Money Deposit (EMD).</p> <p>The exemption of EMD/ Tender fees is requested</p>	<p>The exemption from deposition of EMD/tender fees shall be as per the tender terms & conditions and as per rules in vogue in ITPO.</p>

		for NSIC registered bidder	
2.	User will have to make the payment through the payment gateway	As per our understanding department will provide the payment gateway and bidder has only to integrate the same	The payment gateway shall be arranged by ITPO
3.	Ticket must contain bar code/ QR code which will be scanned at the entrance	The Barcode /QR code reading devices required during development, testing & implementation phase will also be provided by the Department.	The Barcode /QR code reading devices required during development, testing & implementation phase shall be as available at ITPO at various gates.
4.	Vendor shall have to provide web portal hosting service. Rate for hosting service has to be quoted in the commercial bid. Dedicated server space will be provided by vendor with latest hardware and software specifications.	Can the bidder can propose cloud hosting services of an renowned Cloud service provider having DC/DR centers in India.	Hosting services to be provided by the as per terms and conditions of the tender.
5.	Fifteen (15) days before the start of the fair such as IITF, Book Fair etc. which require online ticket booking, the vendor will schedule one(1) manpower to visit ITPO Headquarters for gathering information.	Kindly provide approximate no. of fairs in a year where man power support is required.	Approximate number of fairs shall be 10-12.
6	Page No. 8, Scope of work, Sr. No. 1 ,DEVELOPMENT OF TICKET BOOKING SOFTWARE, Sub point 10, Ticket must contain bar code/ QR code which will be scanned at the entrance.	who will provide support and gate barrier is of which company	ITPO will provide the barcode/ QR code.
7	Page No. 8, Scope of work, Sr. No. 1,DEVELOPMENT OF TICKET BOOKING SOFTWARE , Sub point 14, The bidder will assist ITPO in obtaining authentication of tickets by the authorised officers of Entertainment Tax Deptt., Govt. Of Delhi.If	How this process is executed?	If allowed by the Entertainment Tax Deppt. To ITPO, the entry of visitors may be facilitated though mobile ticket (m-ticket) to be sent on the visitor`s mobile, otherwise through printed ticket only.

	<p>permission is granted by the Entertainment Tax Deptt., entry permission will be allowed through mobile ticketing using QR code/barcode. Alternatively the entry will be through print tickets.</p>		
8	<p>Page No. 8, Scope of work, Sr. No. 1, DEVELOPMENT OF TICKET BOOKING SOFTWARE , Vendor has to provide other value added services at no extra cost to ITPO such as Sub-Domain Creation/domain hire, Database Hosting coordination, creation and tuning, Backup & Restore Facility, Virus and Spam Removal, System Log Maintenance, Traffic control & Monitoring, Database Management, Visitor Track Management and Analysis.</p>	<p>In this case, is the back up server provided by the ITPO or Digaster Recovery server to be procured by the bidder</p>	<p>All arrangements to be done by the vendor, as per the tender terms & conditions.</p>
9	<p>Page No. 9, Scope of work, Sr. No. 2 Hosting Service, Dedicated server space will be provided by vendor with latest hardware and software specifications. Minimum indicative specifications are as follows:</p>	<p>Why the dedicated server is required instead of virtual private server, as well the configuration of the server is a high end server will cost approx 5 lakh per annum</p>	<p>As per tender terms & conditions.</p>
10	<p>Page No. 9, Scope of work, Sr. No. 2 Hosting Service , Sub point 2, The hosting shall be registered in the name of ITPO. The hosting charges will be paid in arrears on production of invoice and uptime report by the bidder.</p>	<p>can we get advance payment for the same . As we have to pay the OEM in advance.</p>	<p>No advance payment shall be made</p>
11	<p>Page No. 10 Scope of work, Sr. No. 2 Hosting Service , Sub point 6, ITPO at its own discretions may opt to host the application on NIC server or its own hosting environment. In such a</p>	<p>ITPO have to confirm this before hosting as the server procured by the bidder will be minium for 1 year.</p>	<p>As per tender terms & condntions.</p>

	case, this hosting service of the bidder will not be taken.		
12	Page No. 10, Scope of work, Sr. No. 3 REPORTS, Money Collected through online mode. The report should be generated in such a manner that the data may be posted to TALLY software of ITPO.	is only the data to be provided by the bidder is in the XML/ Excel/ CSV format or any other intregation	As per requirement of the tally software in use in ITPO.
13	Page No. 10, Scope of work, Sr. No. 4 PAYMENT GATEWAY, Sub point 3, The web-base portal should EV SSL certification security features and any other security feature required for online payments through the payment gateway.	Who will bear the SSL certification security features cost.	Vendor shall bear the cost.
14	Page No. 13 IMPLEMENTATION APPROACH, point iv, Vendor has to get security audit done from STQC or any other CERT-IN empanelled agency and submit the certificate to ITPO.	Please clarify which security audit to be done by the bidder STQC or CERT-IN, as the price variation is lot in between these audit.	As per tender terms & conditions.
15	The bidder should be a Company registered in India under the Companies Act 1956/2013 or a partnership registered under the India Partnership Act 1932 with their registered office in India at least for the last five years.		Document (s) Required - By laws and certificate of registration (in case of registered co-operative societies)