

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.
(A Govt. Of India Enterprise- Mini Ratna)

Sub: Corrigendum no. 01 in open e-tender no. 2020/IRCTC/ITC/Reconciliation/01

In the subject e-tender, the following amendments are hereby incorporated, bidders are advised to read these changes/addition in the tender document and may please quote accordingly.

Existing entry		To be read as	
-----		Section-II –Instruction to Bidders; Clause 11A is added on Page 9 - Norms (Prior experience criteria and financial criteria) & benefits for DIPP registered Startups attached herewith.	
Prices (on page 14 clause 17 a) The bidders are required to quote a single rate inclusive GST”.		Prices (on page 14 clause 17 a) The bidders are required to quote a single rate exclusive GST” .	
Service Delivery Condition (On page18 Clause4.3) Service shall be delivered by the vendor within 16 weeks including design, development of Reconciliation Application Software		Service Delivery Condition (On page18 Clause4.3) Service shall be delivered by the vendor within 20 weeks including design, development of Reconciliation Application Software	
DELIVERY - PROJECT PLAN/MILESTONE Clause 20.0 on Page 41 is revised as under :			
SN.	Activity Milestone	Existing Mile Stone	Revised Mile Stone
1	Requirements Specification	T+ 2 Weeks	T+ 2 Weeks
2	System Design, Planning	4 Weeks	5 Weeks
3	Architecture & Development	8 Weeks	10 Weeks
4	Software Testing	2 Weeks	3 Weeks
	Total Duration	16 Weeks	20 Weeks
“T” will be date of Signing of Agreement.			
Section-III (SCC)- Clause 3 Page 17 : Qualifying Criteria for the Service Provider			
Company Existence The company should have been in existence for more than 5 years as on the date of invitation of tender. The bidder should have a registered number of (i) GST & (ii) Income Tax / PAN		Company Existence The company should have been in existence for Minimum 3 years as on the date of invitation of tender. The bidder should have a registered number of (i) GST & (ii) Income Tax / PAN	
Financial Profitability and Turnover For MSE Bidders only: The turnover of the Bidder should be minimum of Rs 1 Crore per year in the last three financial years from the date of invitation of tender i.e. during, 2017-18, 2018-19 and 2019-20.		Financial Profitability and Turnover For MSE/Start up Bidders only: The turnover of the Bidder should be minimum of Rs. 75 lakh per year in the last three financial years from the date of Invitation of tender i.e. during, 2017-18, 2018-19 and 2019-20.	
Work Experience The bidder shall have undertaken at least one single work contract of Reconciliation for a minimum period of 2 years having project value atleast 63 lakhs during the period of last three completed financial years and current year. If the work contract is for more than 2 years, then it should have run successfully at least for 2 years or more on the date of issuance of NIT.		Work Experience The bidder shall have undertaken at least one single work contract of Finance Account Reconciliation/ Payment Gateway Reconciliation/ Reconciliation for a minimum period of 2 years having project value atleast 63 lakhs during the period of last three completed financial years and current year. If the work contract is for more than 2 years, then it should have run successfully at least for 2 years or more on the date of issuance of NIT.	

For MSE Bidders: The bidder shall have undertaken at least one single work contract of Reconciliation for a minimum period of 2 years having project value of 15 lakhs during the period of last three completed financial years and current year	For MSE/Start Up Bidders: The bidder shall have undertaken at least one single work contract of Finance Account Reconciliation/ Payment Gateway Reconciliation/ Reconciliation for a minimum period of 1 year having project value of 15 lakhs during the period of last three completed financial years and current year. If the work contract is for more than 1 year, then it should have run successfully at least for 1 year or more on the date of issuance of NIT.
Work Experience Bidder should not have had any unsuccessful implementation (Contract termination) for Non-performance in any of the earlier reconciliation contracts during last 5 years	Work Experience Bidder should not have had any unsuccessful implementation (Contract termination) for Non-performance in any of the earlier reconciliation contracts during last 3 years
The following is added in Clause 3: Qualifying Criteria at Page 17: Parameter : Only for Startups bidders Specific Requirement : Must be recognised by Department of Industrial Policy & Promotion (DIPP) Credential/Documents to be submitted: Bidder must submit duly attested documents as mentioned in newly added clause 11A	
Section-III (SCC), Clause5, Page20 - Service Levels Agreement Compliance & Penalties	Section-III (SCC), Clause5, Service Levels Agreement Compliance & Penalties Following added at the end of table –Page 20 Note: Any Bank and Public Holiday and Any fault due to Bank file not available, Hardware failure, Power failure, Planned maintenance downtime will be excluded in SLA calculation in the relevant clause.
General Conditions of the Contract (GCC)	
Clause No.9 - Page39, Copies	Deleted
Clause No.10 –Page39, Bid Opening	Deleted
Clause No. 15 – Page40, Insurance	Deleted
Clause No.22.0- Page41, General Requirement	Deleted
Clause No. 23–page42, Performance Bank Guarantee	Deleted. For Security Deposit and PBG refer Section-III (SCC), clause no. 4.8 at Page 19
Clause No. 24, Payment terms and Conditions	Deleted. For Payment Terms refer Section-III (SCC), clause no. 4.8 at Page 18
Annexure-III, Financial Bid Format	Rate Schedule in Annexure-III (Financial Bid Format) is modified with provision to indicate tax amount and the same is attached herewith.
Annexure-II, Technical Bid Format –Item SN.9: A self certificate related on non performance in earlier contracts during last 5 years should be submitted by the bidder on company letter head.	Annexure-II, Technical Bid Format –Item SN.9: A self certificate related on non performance in earlier contracts during last 3 years should be submitted by the bidder on company letter head.
Annexure-II, Technical Bid Format, The following item is added at SN.14 at Pg 22	
-----	Manadatory for Startups Only Bidders must submit duly certified documents as mentioned in newly added clause 11A Tender reference : Section-III, Clause 3- Qualifying Criteria for Startups, Section-II Clause 11A Page9
Last date and time of tender submission is reschedule as 29.01.2021, 15:00 Hrs and Date and time of Opening of e-tender (Technical Bid Packet) is reschedule as 29.01.2021, 15:30 Hrs	

The following clause is added in tender document on Page 9 :

Clause 11 A - Relaxed Norms for DIPP registered Startups (Prior experience criteria and financial criteria)

Following benefits as available to MSMEs will also be available for startups as recognised by Department of Industrial Policy & Promotion (DIPP), Ministry of Commerce & Industry, GOI.

- (i) Issue of Tender document free of cost,
- (ii) Exemption from payment of Earnest Money,
- (iii) Relaxation in Prior Experience and Prior Turnover

The Startups who have availed the benefit of exemption of Earnest Money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in tenders of IRCTC Ltd for a period of two years.

For availing the above relaxation, bidder is required to submit / upload the requisite certificate towards Startups Enterprise Registration issued by Department of Industrial Policy and Promotion, Ministry of Commerce & Industry, Govt. of India. The registration certificate should be certified by the Chartered Accountant (not being an employee or a Director or not having any interest in the bidder's company / firm) or notary public with legible stamp.

Annexure III - E tender Schedule -Financial Bid Format (Modified)

(To be filled by the bidder in the excel sheet of eTender as part of financial bid)

Bidder's Name:.....

Tender Reference: 2020/IRCTC/ITC/Reconciliation/01 For providing “End to End Reconciliation Solution for all type of Banking Transactions of IRCTC Ltd” for a period of Two years

Prices should be quoted in **Indian Rupees** only and indicated both in figures and words. Price in words will prevail, in the event of any mismatch.

The bidder shall submit the Rate schedule of the all the items strictly as per the format mentioned below –

SN.	Description	Qty (A)	Unit cost per Year in INR (B)	Rate of Tax % (C)	Tax Amount (D) IN INR	Total Cost (2 years) Inclusive of Taxes E=(A*B)+(D*A)
1	Reconciliation Application Software development cost (one time for whole contract period)	1				
2	Reconciliation Application Software maintenance Cost	2				
3	Operational cost - Reconciliation work	2				
Total Cost for Two Years (Inclusive of taxes) in Figures in Rs.						
Total Cost for Two Years (Inclusive of taxes)in Words in Rs.						

Note:1) Inter-se-ranking will be done on the basis of total cost of the complete BOQ items for the period of two years.

2) In case of change in taxes on account of change in rules/legislation by the GOI, the actual rate as applicable at the time of actual delivery within schedule contract delivery period shall be payable only for taxes.

I/We Undertake that:

- I/We confirm that we have gone through tender/RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- I/We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- Tendered rates are at par with prevailing market rates and not more than the prices usually charged for same nature of goods/services or description from any private purchaser either foreign or as well as Government purchaser.
- Services/Products/Goods supplied, will be of requisite specification/standard and quality.
- I/We agree that no counter condition/assumption in response to commercial bid will be accepted by the IRCTC and IRCTC have a right to reject such bid.
- I/We are agreeable to the payment schedule as per "Payment Terms" of the RFP.

Date:

Place:

Name of the Bidder:

Authorized Signatory:

(Financial Bid is to be submitted in BOQ file only uploading the same on www.tenderwizrad.com portal as per process duly digitally signed)

Replies to queries with reference to Pre-bid meeting held on 05.01.2021 (Reference T No. 2020/IRCTC/ITC/Reconciliation/01)

SN	Clause No. & Page No.	Query	Proposed Clause (To be filled only if any change is proposed)	Rationale for the Proposed Clause (To be filled only if any change is proposed)	Reply
1	Clause 1 h Page 6	Validity of Bid letter from Service Provider (180 days). Need clarification on what it means.			The bid shall remain valid for acceptance for 180 days from the date of opening of e-tender. (Bid Validity)
2	Clause Page 7	5 Earnest Money : Bid security declaration is it mandatory for DIPP Start up India Registered companies also?	Relaxation is required for those companies Registered under DIPP – startup India Prog.	The new start up Indian companies with superior technological advantages can participate in the bidding system and provide required solutions.	Refer Corrigendum no.01 Clause-11A
3	Clause Page 8	11 Benefits to Registered SSI/MSE : Does the company registered under DIPP start up india program of government of India also qualify for these benefits?	Benefits to SSI/MSEs and firms registered under Start up India program under DIPP	This will enable the new start up registered under the GOI start up India Program to qualify for the bidding.	Refer Corrigendum no.01 Clause-11A
4	Clause Page 14	17 Rates: can the vendors assume the transaction to be 15 lakhs a day else given in technical session for pricing or is it to be in total as this is build operate transfer model.			Please refer to point no. 27 (pg. 16) in Scope of work for the transaction load per day.
5	Page 15 Point No 2(b)	How Many people you require for doing the reconciliation works with the developed software. Please Clarify Do you require people on-site. Please Clarify How many days in a week you require and What will be the timings? Please Clarify			Vendor has to decide nature of the work as per tender terms and condition
6	Page 15 Point No 2(b)	Do you require people for doing the reconciliation works for 2 years. Please Clarify			Yes
7	Page 15 Point No 2(c)	Where will training happen			Internet Ticketing Centre at New Delhi
8	Page 15 Point No 2(c)	How Many people Will be trained			Depending upon nature of work, vendor have to decide
9	Page 15 Point No 2(c)	How Many days the training will be there			Training module and schedule shall be decided by Vendor
10	Clause Page 15	3.b Application should be developed using oracle database: If the vendor develops the product other than the oracle database, will that application cost and DB license cost should be borne by vendor as mentioned in clause 4 on the same page 15. Kindly clarify.			Please refer Page no.15 -clause 2(3) IRCTC will be provided Oracle Database & licence. The vendor need to develop application using Oracle Database only.
11	Page 16 Point No 24	For fetching following information from IRCTC Database: The API will be provided by IRCTC OR IRCTC will provide data in EXCEL please clarify.			Data will be provided in text , CSV , Excel format, some banks are providing statement in the pdf format also . So the system should be capable to handling all formats of files.

12	Page 16 Point No 24	Please Clarify that Data in the New Reconciliation system will come only from the IRCTC Database, Existing Bank Statements on Daily Basis and New Banks whenever relationship is started with them. Is there any other Source of Data which needs to be imported in the new system. Please Clarify.			Data will be provided in text , CSV , Excel format, some banks are providing statement in the pdf format also . So the system should cabable to handling all formats of files.
13	Page 16 Point No 25	Will You help in Integrating with New Banks – 10 per year to get the data			Yes
14	Page 16 Point No 2.1 3	Existing Bank Statements: Do have and internal process or Process given by Bank, to capture all Bank Statement on daily basis at a Single Locations. What are the format type of these Banks. How these files are saved to identify Bank Name and date.			Data will be provided in text , CSV , Excel format, some banks are providing statement in the pdf format also . So the system should cabable to handling all formats of files. All data stored in Data Base. Vendor has to define his own logic
15	Page 16 Point No 2.1 3	How Many PDF file will be there?			Depending upon the Banks
16	Page 16 Point No 2.1 3	Hope the format of the PDF file will remain the same			No. The format may be differ bank to bank
17		The Space for the On-site team sitting will be provided by IRCTC?			Yes
18		All Backup Server and related Infra to be provided by IRCTC?			Yes
19	General	"Our understanding about reconciliation means that map one side transaction with other side transaction with some unique cross reference data (it may be one field or combination of more than one fields). But it may be possible some data does not have proper cross reference with each other (i.e. bank vs IRCTC) so these transaction will be needing manual reconciliation. Can you help to let us know the percentage / nos. of such transactions (i.e. Does not have the proper cross reference with each other – Bank Vs IRCTC data) ?	General	General	1. Yes your understanding is correct. Maximum transaction unique reference available. 2. Yes , Approx 5% of transactin not having unique reference for all such transactions shall matched with transaction amount. IRCTC will co-ordindate with banks and arrange to provide unique reference in future.

20	Clause Page 17	3 Qualifying criteria for service provider, company existence for more than 5 years. We seek relaxation in this entire clause 3 as part of DIPP start up india program vendor.	Qualifying criteria for DIPP start up India program vendor along with MSE should be company existence min 1 year, financial profitability turnover can be NIL, and project work for two years 15 lakhs. Can be NIL. Similarly offices across india with one office in Delhi can be relaxed for Start up companies.	Our company registered under DIPP start up india program is a unique saas company focused only on development of tool for reconciliation process and a chance for the small company may be given to check our competence to compete with multinational and large companies. It will give a chance for Indian start ups to showcase the talent that is built into the tool as per govt of india expectations.	Refer Corrigendum no.01
21	Clause Page 17 Company Existence	3 The company should have been in existence for more than 5 years as on the date of invitation of tender.	We are incorporated and registered in 2016 under Companies Act, 2013. We are a registered MSME as well as a registered Startup by DIPP. Our period of existence is less than 5 years as on the date on invitation of tender. Therefore, we request you to kindly give us relaxation from this eligibility criteria and allow us to participate in this tender.		Refer Corrigendum no.01
22	Clause Page 17 Financial Profitability and Turnover	3 Bidder should be a profit making entity in the FY 2019-20 MSME Bidder: The turnover of the Bidder should be minimum of Rs 1 Crore per year in the last three financial year from the date of invitation of tender i.e. during the 2017-18, 2018-19 and 2019-20.	As per the OM No.F.20/2/2014.PPD(pt.) dated 20th Sept 2016, the condition for prior experience and prior turnover is relaxed in case of registered startups. In case of startups, specially in Fin-tech category, profitability happens only after 4-5 years of the start of commercial operations. We started our commercial operations of payment gateway in the year 2020. Thus we are not in profit in any of the previous years after the incorporation. Therefore, we request you to kindly give us relaxation from this eligibility criteria of profit making entity and turnover of Rs. 1 Crore p.a. and allow us to participate in this tender.		No Change contemplated

23	Clause 3 Page 17 Work Experience	For MSE Bidders: The bidder shall have undertaken at least one single work contract of Reconciliation for a minimum period of 2 years having project value of 15 lakhs during the Period of last three completed financial years and current year	As per the OM No.F.20/2/2014.PPD(pt.) dated 20th Sept, 2016, the condition for prior experience and prior turnover is relaxed in case of registered startups. Since, we commercially started our payment gateway operations in the year 2020, therefore we didn't undertaken any single work contract of Reconciliation for a period of 2 years having project value of 15 lakhs during the period of last three financial years and current year. Therefore, we request you to kindly give us relaxation from this eligibility criteria of prior work experience and allow us to participate in this tender.		Refer Corrigendum No. 01
24	Clause 4.2c d e Page 18	Specification on the payment terms would be better for vendors to understand the working capital requirements.			The clauses are self explanatory. No change contemplated
25	Clause 4.3 Page 18	Service delivery can be kept as 20 weeks, as there are lots of dependency from IRCTC....	Delivery by vendor within 20 weeks	As the engagement is two way, dependency on product development is also from IRCTC side, taking that into consideration seeking four (4) weeks extension on the deadlines.	Refer Corrigendum No. 01
26	Clause 4.8 a and b page 18	Security deposit and BG : Security deposit as well as BG is required which comes to 6% of the contract value. This can be waived for MSME and DIPP registered companies.	MSME and DIPP registered companies are exempt from security deposit and BG.		No change is contemplated
27	Clause 5 subclause 2 & 3 Page 19 & 20	Service Level Agreement compliance and Penalties: If the downtime pertains to the hardware / server provided by IRCTC, vendor will not be responsible for any penalties.			Exclusion: Any Bank and Public Holiday and Any fault due to Bank file not available, Hardware failure, Power failure, Planned maintenance downtime will be excluded in SLA calculation in the relevant clause. Refer Corrigendum No. 01

28	Annexure III Page 23	Financial BID Qty is given but unit cost is given per year. Does this mean the contract bid is to be done for a year. How would the pricing work. Is it expected to be fixed sum for year into two years? How would the payment by IRCTC be if the pricing is given per annum... would the payment be made per year. Our earlier query of payment terms not clear reflects in the financial BID. Need clarification on pricing (how to do) and how payment terms are attached to this. A sample entry will be appreciated. Also the model is build operate and transfer so is vendor expected to quote for the software also.			One time for software development, others are Reconciliation Application Software, maintenance Cost and Operational cost - Reconciliation work. Additional expense if any shall be covered in overall quoted price.
29	Clause 3.3.1 Page 38	Here it says BIDs may be submitted in consortium if permitted based on part II and qualifying under 3.2... but clause 3.3 very clearly says consortium bidders is not applicable.... Can IRCTC clarify what is the stand on consortium bidding please?			Consortium Bidding is not applicable in this tender. Clause 3.3 is not applicable as clearly mentioned.
30	Clause Page 39.	9 Bids are to be submitted in 2 copies? Earlier it was mentioned that BIDs are to be E submitted through portal and here in this clause it is mentioned that the copies are to be physically given or put in drop box or sent by Registered post... Kindly clarify the above point also please clarify... if the e submission is before the cut off date and time and physical copy is beyond the cut off time what would be the status.	BIDs can be through E submission keeping COVID situation in Mind and not ask for physical hard copies... those can be couriered if required by IRCTC at a later date for documentation purpose	Looking at current COVID situation, not every company could visit physically and put the documents in drop box.	Bids are to be submitted/received only through online mode at http://www.tenderwizard.com/IRCTC . Bid through other mode is not acceptable. Refer Corrigendum no.01
31	Clause Page 39	10 Bid Opening. Same query as above. In earlier statement it was mentioned the tender would be opened online... So we presume this clause will be deleted.			Bids are to be submitted/received only through online mode at http://www.tenderwizard.com/IRCTC . Refer Corrigendum no.01
32	Clause Page 40	14 Indemnity and Liabilities As penalty is already covered as part of section by deducting from the receivable of Vendors..also the work is only pertaining to reconciliation and not physical handling of any money, the clause may be relaxed or removed			No change contemplated
33	Clause Page 40	15 Insurance Transit Insurance will not be applicable for the services asked through RFP by IRCTC.. this looks to be a generic clause and can be removed.			This Clause Deleted. Refer Corrigendum no.01
34	Clause 17.2 Page 40	In the financial BID unit cost is to be given for the year inclusive of taxes and no where there is a split for tax percentage is provided. How does IRCTC propose to change the tax rate if there are any changes in the tax structure during the tenure of contract.. this should not hit the vendor. Need more clarity on how will the tracking component be done if there are any changes in the tax structure?			Refer Corrigendum No. 01

35	Clause 18 Page 40	Price Fall How can the vendor renegotiate the price after becoming L1. If the vendor starts telling IRCTC the rates at which they work with other clients, its breach of contract with that client for vendor... This is practically not possible. According to 18.3 clause, the clause under 18.1 and 18.2 will not be applicable. Kindly confirm			This clause is generic and applicable in case of rate contract as clearly mentioned. Hence not applicable in this tender.
36	Clause 22 Page 41	General Requirements specifically looks to be for OEMs as these are reconciliation BID, the clause seems to be out of place here. Kindly clarify and requesting to remove the same.			This Clause Deleted. Refer Corrigendum no.01
37	Clause 23 Page 42	Performance Bank Guarantee: Under Clause 4.8 page 19 the figure mentioned for PBG was 3% of the contract value here in this clause 23 it is mentioned as 5%. Kindly change this to 3%			PBG is 3% of the contract value. Refer Corrigendum no.01
38	Clause 24 Page 42	Payment Terms Again this seems to be more addressing a plant commissioning kind of work. Can a clarity be given on this please.			Payment term as mentioned in clause 4.2 (page18) will be applicable. Refer Corrigendum no.01
39	Clause 30 Page 44	Force Majeure : There is nothing mentioned about the financial impact. As vendors are obliged by the contract there should be a min compensation which the vendor gets in terms of some epidemic quarantines as in state now. Kindly confirm			No change contemplated
40	4.0 Other Terms and Conditions - Page No. 18	Administration will have the right to terminate the contract within 30 days prior notice to Bidder without prejudice Bidders participate in such contracts with a long term financial horizon. Termination without cause can significantly impact Bidders commercially and hence request deletion of this clause	(Request for deletion of this clause on Termination without cause)	To ensure fair business practices and safeguard the interest of the Bidder ,deletion of the clause is requested	No change contemplated
41	4.2 Payment Terms (h)Page No. : 18	Successful Execution of a contract requires a good handshake between both the parties. The clause herein, speaks of the obligation of the Bidder alone. Hence we request deletion of this clause	(Request for deletion of this clause from the RFP)	The obligation to execute the contract has to be on both the parties	No change contemplated
42	4.7 Signing of Agreement Page No. 19	We request IRCTC to provide a opportunity to mutually negotiate the Agreement terms before execution, for benefit of both parties.	The successful bidder(s) shall be required to enter into a Service Agreement with IRCTC within 15 days of the award of purchase order or within such extended period as may be specified by IRCTC on such terms and conditions as mutually agreed between the successful bidder and IRCTC.	To enter into an Agreement on mutually agreed terms	No change contemplated

43	5.Service Levels Agreement Compliance & Penalties Page No. 19-20	We request IRCTC to consider all cases where there is joint responsibility on the part of both parties before levying penalties. We also request IRCTC to fix responsibility in cases, where Bidder makes all efforts and areas beyond its control to adhere to the time prescribed.	Duration/ Timeline for execution of the SLA including all compliances shall be mutually agreed between both parties.	To ensure business interest of both parties are aligned	Service Level Agreement:- Exclusion: Any Bank and Public Holiday and Any fault due to Bank file not available, Hardware failure, Power failure, Planned maintenance downtime will be excluded in SLA calculation in the relevant clause. Refer Corrigendum No. 01
44	Annexure IV NDA Page No. 24	We request that the terms of the CONFIDENTIALITY - CUM - NON DISCLOSURE AGREEMENT (NDA) be kept mutual as Bidder will also disclose its confidential information while performing the work under the RFP		To protect the confidential information of the Bidder as well.	No change contemplated
45	28.0 TERMINATION FOR DEFAULT. Page No. 43	We request IRCTC to provide a cure period of 90 days. We also request IRCTC to have mutual termination rights on mutually agreed terms .	IRCTC, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 15 (fifteen) days sent to the Vendor, may terminate the Contract in whole or in part thereof if : i. The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the client. ii. The vendor fails to perform any other obligation(s) under the contract. iii. The Vendor fails to cure the default within 90 days of the notice of the default from IRCTC	To provide the Vendor, with an opportunity to cure the default, within prescribed time limits	15 days notice period already mentioned in this clause. No change contemplated
46	Section – III: Special Conditions of Contract (SCC) Page No. 16	2.1 System Process 4. System should be capable to link with ERP WE request IRCTC to please share the following information: 1. What is the ERP system being used and the expected nature of integration (file based or APIs) 2. What are the integration scenarios, settlement posting, transaction statistics etc.,?			ERP will be integrated at the later stage but the system should be capable to integrate ERP system
47	Section – III: Special Conditions of Contract (SCC) Page No. 16	2.1 System Process 5. Some transaction amount debited from IRCTC Account more than 1 times (Double Debit) 1. Is this attributable to refund or is there a different scenario where a double debit happens in IRCTC account? Request clarification please 2. Is the IRCTC account referred here, the respective settlement accounts maintained with the banks? Please clarify.			Amount debited from IRCTC account multiple times/Double debit against same transaction. Vendor has defined his own logic and handles all such type exceptional data and stores it into Data Base

48	Section – III: Special Conditions of Contract (SCC) Page No. 16	2 SRS (System Requirement Specification) 5. Some transaction amount credited from IRCTC Account more than 1 times (Double credit) Trust this refers to credit in to IRCTC account. Request clarification please.			Amount credited to IRCTC account multiple time/Double credit against same transaction. Vendor has define his own logic and handle all such type of exceptional data stored into Data Base.
49	Section – III: Special Conditions of Contract (SCC) 2.1 System Process 7 Page No. 16	1. Are the settlements from bank done on a consolidated basis or independently for each payment method (like Net Banking, Debit/ Credit Card, UPI etc.,)? Request clarification please.			Some banks credit/debit consolidated basis and some banks credit/debit transaction by transaction. Thouse banks credit/debit consolidated amount. The bank/PGs will be provided detail MPR file .
50	Section – III: Special Conditions of Contract (SCC) Page No. 17	2.2 Reconciliation Process: - All Bank statement download and upload on day to day basis. Trust the statements from all banks would be in a common standard format and would not vary from Bank to Bank. Please clarify.			MPR file and Bank statement differ from bank to bank
51	Section – III: Special Conditions of Contract (SCC) Page No. 17	2.2 Reconciliation Process: - Transaction wise Reconciliation between Acquirer transactions vs Aggregator Request for more clarity between Acquirer and Aggregators			Acquirer is Bank Aggregator refers Payment gateway service provider
52	Section – III: Special Conditions of Contract (SCC) Page No. 17	2.2 Reconciliation Process: - System should be capable of reconciling incoming and outgoing files with regard to VISA/MasterCard/Rupay etc. Integration with VISA/ MasterCard/ RuPay would be through the bank's payment gateway and reconciliation with the schemes would be handled by the respective banks. Is IRCTC expecting transaction data from VISA, MasterCard and NPCI (RuPay)? Since there are multiple acquiring banks, how does IRCTC expect these files from the schemes, since the card schemes provide transaction/ settlement data bank-wise to the respective banks and not to IRCTC? Request clarification please.			Reconciliation with file which is provided by Network and Aggregator The file format like csv, excel, text

53	Section – III: Special Conditions of Contract (SCC) 2.2 Page No. 17	Reconciliation Process: - The Application shall handle all product of IRCTC including RDS accounts mentioned in the scope of works Request for more details on the RDS accounts.			Amount deposited by Agent, Bank Aggregator etc., Reconciliation with virtual Rolling Deposit Account(RDS) maintained by IRCTC. All deposit ,ticket booking and refund process through this account
54	Section – III: Special Conditions of Contract (SCC) Page No. 20	4.9 Default by Successful Bidder Reconciliation Application down time and Resolution more than 3 instances - 1% of Maintenance and Operational cost for each instance above 3 instances in a quarter The operational cost is for undertaking day to day business operations and not related to maintenance of the application. Hence the penalty should only limit to the percentage of maintenance costs	Section – III: Special Conditions of Contract (SCC) 4.9 Default by Successful Bidder Reconciliation Application down time and Resolution more than 3 instances - 1% of Maintenance for each instance above 3 instances in a quarter	The operational cost is for undertaking day to day business operations and not related to maintenance of the application. Hence the penalty should only limit to the percentage of maintenance costs	Service Level Agreement:- Exclusion: Any Bank and Public Holiday and Any fault due to Bank file not available, Hardware failure, Power failure, Planned maintenance downtime will be excluded in SLA calculation in the relevant clause. Refer Corrigendum No.01
55	Qualifying Criteria for service provider Work Experience Page No. 17	We have been undertaking multiple contracts with banks/ institutions offering payment solutions and reconciliation is also a part of the contract and not independently. Trust a certificate from the Bank/ institution that reconciliation activity is being undertaken would also be considered towards this qualification criteria			No change contemplated
56	2.2 Reconciliation Process, Page no. 17	i. Who will provide / prepare the API for data collection/fetching from Bank, IRCTC and ERP transaction ?	na		Data will be provided in text , CSV , Excel format, some banks are providing statement in the pdf format also . So the system should accept all formats IRCTC will provide required data, the vendor need to reconcile all data and submit detail report to IRCTC The vendor need to deploy sufficient manpower
57	2.3.b Scope of Work, Page no. 15	is there any specific front end language for development of the Application ?	na		English

58	3. Qualifying Criteria for the Service Provider, Page no. 17	na	For MSE Bidders: The bidder shall have undertaken at least one single work contract of Finance & Accounts/Reconciliation for a minimum period of 2 years having project value of 15 lakhs during the period of last three completed financial years and current year If the work contract is for more than 2 years, then it should have run successfully at least for 2 years or more on the date of issuance of NIT.		Refer Corrigendum No. 01
59	Section Notice Inviting tender Page 1	1: "End to End Reconciliation Solution for all type of Banking Transactions of IRCTC Ltd for all types of transactions, charges, Fees, GST etc"	"End to End Advanced Analytics based Reconciliation Solution for all type of Banking Transactions of IRCTC Ltd for all types of transactions, charges, Fees, GST etc"	Request for Advanced Analytics based Solution to be proposed. For the current and future business requirements of IRCTC, there will be many other functions where Revenue Assurance and Continuous Monitoring is required (Banking transactions being prime, Vendor payments, shareholder monitoring, etc.). Hence, once the other analytical requirements are matured to provide a Advanced Analytics platform/ solution which can be configured on IRCTC data and cater to all the current and future requirements, it will be one solution to manage from a larger analytics perspective	The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender. No Change contemplated
60	14.1 Stage-I: Technical evaluation Page 17	Additional	Inclusion of clause: "The OEM should be a Leader for recent three consecutive years in Gartner Magic Quadrant for Data Science and Machine Learning Reports."	Basis IRCTC requirements from the current RFP and future Analytical Use Cases (scalable solutions), the proposals from qualified ready-to-be deployed technologies should be received to de-risk project with an on field bespoke development	No change contemplated

61	14.1 Stage-I: Technical evaluation Page 15	Scope of Work	Pre-integrated COTS solution are generally more efficient to achieve the end to end time bound SLAs/ project timelines target (In our case 4 months). Should COTS be preferred?	To understand SLA requirements and how best it can be achieved	No change contemplated
62	14.1 Stage-I: Technical evaluation	Additional	Please provide Technical Specifications of the Payment Reconciliation Solution, as envisaged by IRCTC	For selection of right platform with technical capabilities for the RFP, as per IRCTC requirements	No change contemplated
63	14.2 Stage-II: Financial evaluation Page 13	The L1 will be the lowest cost bid from amongst the technically suitable tenders from bidders meeting the qualifying criteria.	Request to make evaluation as QCBS (70:30 - Technical: Financial)	The minimum qualifying score for the technical bid shall be some percentage of total marks (say 70%). The financial bids of only those bidders shall be opened whose score is 70% or above in technical bids With 30% weightage for the financials, to ensure quality of solutions at the same time, cost efficiency for implementation reducing man-days considerably to develop any solution	No change contemplated. Tender evaluation detail clearly mentioned in the tender document
64	5 Service Levels Agreement Compliance & Penalties Page 19	4 months from the date of issuance of Purchase Order	The SLA criteria to achieve full deployment within 4 months from the PO date, is including all the new functionalities/ AI-ML capabilities, as will be required by IRCTC, please confirm.	To understand SLA requirements and how best it can be achieved	Detail schedule provided in the tender document . Refer DELIVERY - PROJECT PLAN/MILESTONE Please Refer Corrigendum no. 01
65	Annexure III - E tender Schedule - Financial Bid Format Page 23	Financial Bid	Should man-days be supplied by OEM for successful execution and delivery of the project, considering the expertise and the know-how they have on the subject matter and the tool.	To better understand resources requirements from OEM standpoint	The purpose of this tender is to develop, customize software development and implementation
66	2 SRS (System Requirement Specification) Page 17	System Process, Reconciliation Process and MIS	How many users are envisaged to use this solution and the concurrency	Request to explain the team size who will be working on Alerts against non-reconciled transactions, workflow levels, etc.	The vender has to decide deployment of manpower

67	2. Scope of Work Page 15	Application development (Oracle/ Linux) point	Do we need Development and Pre-Production environments? If yes, capacity as a percentage of production?	To gain knowledge around environments from architecture perspective	Infrastructure will be provided by IRCTC Server Hardware as per specifications provided by vendor for running the application based on sizing & SLA its clearly mentioned clause 2(3) page no.15
68	2 SRS (System Requirement Specification)	System Process, Reconciliation Process and MIS	Please clarify if capabilities related to Data Management (Data Integration)/ Data Quality/ Data checks, Data analytics encompassing AI/ ML techniques, Network Analytics, Risk Scoring, Risk tagging, Alerting/ Investigation and visualization are envisaged in an integrated environment for the enhanced set of capabilities, Machine Learning capabilities from a continuous monitoring and self-enhancing results driven by Analytics.	To gather detailed understanding of technical specifications and its integration with other environment(s)	Please refer Page No.15 it is clearly mentioned in clause 2(3),2(4),2(5) The vendor has to define his own system logic, system designing, planning, Architecture etc., based on scope of work mentioned in the tender.
69	Annexure III - E tender Schedule - Financial Bid Format Page 23	Financial Bid	Should OEM have Authorized Trainer / product specialists to facilitate training in Delhi. Are Trainers required to provide on-site training if necessary.	To ensure that OEM training resources and training charter are there for adaptability of the solution, once it is in production	Training module and schedule to be decided by Vendor - All Training at Internet ticketing Centre, New Delhi
70	14.1 Stage-I: Technical evaluation	Technical	For Technical Evaluation	With evaluation marks on 1) Bidder/ OEM profile/ experience 2) Marks on Analysts ratings like Gartner/ IDC/ Forrester for Data Analytics/ Data Science 3) Marking on compliance to Technical specifications, 4) POC of a Payment Reconciliation System as per the Use case given by UPPCL to all the shortlisted bidders within 5 working days to ensure proposals of quality solutions.	No change contemplated Tender evaluation detail clearly mentioned in the tender document
71	Page 6 j)	Can the bidder partner with another company and propose the solution as OEM solution.			Consortium Bidding is not allowed. Refer Section-II--Instruction to bidders -Clause 1(j) at page 6

72	Page 15 Section III Scope of Work Line 3-b	Application should be developed using Oracle Database	Can the bidder suggest serverless architecture and noSQL solution	Our experience in using serverless architecture has proven the adaptability for scale and cost in many of our bank customers. Would request IRCTC to consider other solution architectures.	Application should be developed using Oracle Database only.
73	Page 15 Section III Scope of Work 5.	Will the license of ORACLE be supplied by IRCTC ?			ORACLE licence will be supplied by IRCTC
74	Page 15 Section III Scope of Work 11.	Will the connectivity between the production site and DR site be provided & maintained by IRCTC ? We assume the infrastructure on both sites will be owned and maintained by IRCTC.			All Infrastructure will be provided by IRCTC
75	Page 15 14.	The hardcopy print essentials will not be in scope of the vendor			Both required based on the requirement
76	Page 16 19.	IRCTC to list out all the formats of the input files that are currently in scope of the project.		Non standard input files need customized implementation and would require more time to build connectors.	Presently the files are received from Bank like csv,excel,text,PDF
77	Page 16 18.	Any customization will be estimated and then on mutual signoff the same will be taken up. There could be cost/schedule changes based on the customization.			Detail schedule provided in the tender document .
78	Qualifying Criteria- Financial Profitability and Turnover Page 17	Can you please consider to change the 1 Crore turnover to around 75 Lakhs or less. Most of the small/startup companies would not be able to comply to this clause			Refer Corrigendum No. 01
79	14.2 (e) Page # 13	How the Lowest L1 bid works in case of MSME Bidder			Refer Clause 14.2 Page 13 in Section-II - Instruction to bidders is clear.
80	page 15 Scope of work hosting / deployment option	would IRCTC is open to consider the Cloud based solution			Presently cloud based solution is not accepted
81	Page # 16 Integration systems and approach	can we expect IRCTC provides the Rest API services to integrate with the ERP..?			ERP will be integrated at the later stage but the system should capable to integrate ERP system

82	Page # 16 Source system integration	Request IRCTC to help to understand how do we extract / integrate to upload the data from the external systems like PG / Bank statements			The file format like csv, excel, text,PDF. The system should be capable to upload the file into DB. The vendor may decide the uploading method like manual or batch process
83			General Queries	Request IRCTC to clarify whether they are looking at a fixed number of resources for reconciliation operation purpose	This project for End to End Reconciliation solution . 1 Reconciliation Application Software development 2 Reconciliation Application Software maintenance 3 Operational - Reconciliation work
84			General Queries	Request IRCTC to confirm the location for implementation of reconciliation solution	Internet Ticketing Centre, New Delhi
85	Section III, 3. Qualifying Criteria	As per government notification, relaxations on past experience and turnover requirements are provided for DPIIT recognized Start-ups. Recognized start ups are not required to comply with any past experience or turnover requirements. Please confirm these relaxations are available.			For Relaxation in prior experience & prior turn over provided in this tender refer Corrigendum No. 01
86	Section III, 2. Scope of Work, 3.b, Page 15	Can the solution be deployed using modern database technologies such as big data?	System needs storage for the data that will be processed via big data architecture. Data should be stored in a data lake, which is a large unstructured database that scales easily.		Please Refer page No.15 it is clearly mentioned 2(3) b. Application should be developed using Oracle Database c. Operating System-Linux/Windows
87	Section III, 2. Scope of Work, Page 15	Redomended enhancement	A combination of batch processing and real-time processing. System should handle both real-time data and static data, so a combination of batch and real-time processing should be built into big data architecture.		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender
88	Section III, 2. Scope of Work, Page 15	Redomended enhancement	Analytical data store. After system prepares the data for analysis, it needs to bring it together in one place so end user can perform analysis on the entire data set.		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender
89	Section III, 2. Scope of Work, Page 15	Redomended enhancement	Analysis or reporting tools. System to include tools to analyse the data. System should have visualization tools for preparation of various graphs, charts and link analysis. Also Reports should be provided in available document formats.		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender

90	Section III, 2. Scope of Work, Page 15	Redomended enhancment	Automation. systems should have orchestration usually in some form of automation. Ingesting and transforming the data, moving it in batches and stream processes, loading it to an analytical data store, and finally deriving insights must be in a repeatable workflow so that end user continually gain insights from your big data in reports or GUI visualizations.		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender
91	Section III, 2. Scope of Work, Page 15	Redomended enhancment	NLP. System should have NLP feature to identify entities in system Like, person/Organizations		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender
92	Section III, 2. Scope of Work, Page 15	Redomended enhancment	Machine Learning. System should have Machine learning features for understanding trends of frauds in available data.		The vendor has to define his own system logic, system desining, planning, Architecture etc., based on scope of work mentioned in the tender
93	SECTION – II : INSTRUCTIONS TO BIDDERS/c Page No.6	RFP states that the submission of bid documents are to uploaded online whereas on page No. 39, Sr. No. 9.0 it is mentioned that the bidder has to submit 2 copies of the bids i.e. one original and one duplicate in addition to upload upload the documents online. Request IRCTC to clarify.	The bidder should upload complete set of all required documents as mentioned in this tender document.		Refer SN.30, Bids are to be submitted online only.
94	3.1 Technical bid/ c Page No.7	Kindly clarify whether the Integrity Pact has to executed on Non-judicial stamp paper (which Rs. 300 in the state of Maharashtra) or company's letterhead.	Duly filled in, Signed and Stamped copy of "Pre-Contract Integrity Pact"		To be executed on Non judicial Stamp paper of Rs.100/-
95	17. Rates/a Page No. 14	Request IRCTC to quote the commercials excluding GST or successful bidder when they raise invoice may be allowed to quote the applicable GST from time to time.	The bidders are required to quote a single rate inclusive GST".		Refer Corrigendum No. 01
96	2. Scope of Work/1 Page No. 15	The reconciliation vendor will provide IRCTC the JV for GST on daily basis.	Scope of reconciliation includes all types of transactions, charges, Fees, GST etc.,		Reconciliation on daily basis. Previous month Reconciliation should be completed by 15th of the following month for all type of transaction,payment ,charges ,Fees, GST etc.,
97	2. Scope of Work/5 Page No.15	Request IRCTC to clarify whether the proposed RFP calls for OPEX or CAPEX model. In case it is OPEX Model we can provide the reconciliation along with our manpower during the currency of the contract.It may be noted the software solution is in-house developed and we own the IPR.	Design, Develop, Maintain & handover the Reconciliation software application (Build Operate Transfer)		This tender is for Design,Develop, Maintaining & handedover the software to IRCTC after completaion of two year tender period

98	2. Scope of Work/2/a Page No.15	Since IRCTC will provide the Hardware and OS including DB under Oracle, maintenance should also be managed by IRCTC. Only customized application will be updated and maintained by the successful bidder.	The bidder shall install, manage & maintain the OS, RDBMS, patches and carry updations of the systems and software application from time to time in order to ensure the Service Levels are met and to meet the regulators instructions and guidelines.		It is clearly mentioned in the page no.15, IRCTC will provide Hardware, OS including oracle DB. The vendor shall install, manage & maintain the OS, RDBMS, patches and carry updations of the systems
99	2. Scope of Work/7 Page No.15	If after installation of the application, IRCTC decided to shift the location to any other location whether within Delhi/NCR or any other location, trust IRCTC will manage the cost of transportation including cost of trained resources to be relocated/retrained at the alternate location.	The space for hosting the solution and for carrying out the operations such as telephone and PC Workstations will be provided by IRCTC at any of the IRCTC premise in Delhi/NCR or from any other location decided by IRCTC from time to time.		Relocation cost will be managed by IRCTC.
100	2. Scope of Work/14 Page No.15	Ad-Hoc MIS reports other than standard reports prescribed by IRCTC may follow the change request (change management) process and appropriate commercials may be applicable, not forming part of the initial Financial Bid under L1.	The bidder to generate MIS reports in softcopy as well as printed hardcopy. The formats and the frequency of submission of MIS shall be decided by IRCTC. Any other details which may be required by IRCTC shall also be provided by the successful bidder in the desired format.		All reports required by IRCTC is the part of this tender
101	2. Scope of Work/15 Page No.15	There being no legal binding between recon vendor and other vendor, IRCTC to be responsible for the coordination. This might delay the implementation timelines.	It will be binding upon the bidder to install the solution and integrate it with related systems. In case of problem, the same has to be settled by the bidder with the concerned vendors.		It is clearly mentioned that bidder will settle with their vendors for related system of intergration for the solution.
102	2. Scope of Work/16 Page No.15	Bidder will carry reconciliation subject to IRCTC to provide all the required files on time.	The turnaround time for reconciliation of any transaction shall be T+2 day.		IRCTC will arrange to provide all required files expedately.
103	2. Scope of Work/17 Page No.15	Request IRCTC to provide more clarity on this point.	The bidder will handle the reconciliation of all banking transactions handled by IRCTC.		Yes The bidder will handle reconciliation of all banks as mentioned in the tender document
104	2. Scope of Work/18 Page No.16	Customization done post implementation of the application will need to follow the Change Management Process and applicable commercials will apply which shall be out of the L1 quote.	The bidder must have the provision to customize the solution if required during the tenure of the contract.		The purpose of this tender is to develop and implementation of customized reconciliation Application as per requirements of IRCTC. The vendor quote all cost including change management, in addition of new banks/Payment Gateway etc., as mentioned in the tender

105	2. Scope of Work/24 Page No.16	Request IRCTC to clarify the exact requirements for reconciliation.	The vendor shall reconcile with existing banks integrated with IRCTC product Rail, Air, Tourism, FOIS, Retiring Room, IRCTC payment Gateway, I-Mudra etc., (approx.43 Banks (around 200 accounts) and approx. 271 RDS Agent accounts.		The detail requirement clearly mentioned in the page no.15 to 17 The vendor quote all cost including change management, in addition of new banks/Payment Gateway etc., as mentioned in the tender
106	2. Scope of Work/25 Page No.16	Request IRCTC to clarify the exact requirements for reconciliation.	The vendor also reconciles with other new bank integrated with the existing products. It may be max 10 banks per year.		The detail requirement clearly mentioned in the page no.15 to 17 The vendor quote all cost including change management, in addition of new banks/Payment Gateway etc., as mentioned in the tender
107	2 SRS (System Requirement Specification)/ 2.1 System Process/1 Page No.16	Whether IRCTC will provide the logic to capture excess credit and debit details.	System should be capable to capture excess credit and debit details		Amount debited/crdited from IRCTC account multiple times with the same trasnaction. Vendor has define his own logic and capature all exceptional records to stored in to DB
108	3. Qualifying Criteria for the Service Provider/ Work Experience	We can provide a certificate from the client mentioning the volume of transactions and it may not be possible to provide the project value as it client confidential.	The bidder shall have undertaken at least one single work contract of Reconciliation for a minimum period of 2 years having project value atleast 63 lakhs during the period of last three completed financial years and current year.		No change contemplated
109	4.2 Payment Terms Page No. 18:	Request IRCTC to release payments on monthly basis.	d) Maintenance and Operational cost – Quarterly Deferred.		No change contemplated

110	4.8 Security Deposit and Performance Bank Guarantee (PBG)/a &b Page No. 19	Request IRCTC to consider the successful bidder to submit performance bank guarantee amount equivalent to 03%(Three Percent) of the total contract value instead of Demand draft. So as to a single performance bank guarantee to be provided.	a) Bidder shall deposit an amount equivalent to 03%(Three Percent) of the total contract value through Demand draft issued by nationalized/scheduled commercial bank in favour of 'IRCTC Ltd' payable at New Delhi, as Security Deposit within 30-days from the date of award of purchase order by IRCTC. b) In addition to above, successful bidder shall submit a PBG for 03% (Three percent) of the total work order value, issued by nationalized bank or scheduled commercial bank, within 30 days from the date of award of purchase order by IRCTC. Format of PBG format is specified in Annexure-VIII under this section.		No change contemplated
111	5 Service Levels Agreement Compliance & Penalties/1	Request IRCTC to provide 6 months' time for implementation from the date of issuance of Purchase Order as the successful bidder has to undergo detailed GAP study.	Development & Installation and Live in Production and successful commissioning:4 months from the date of issuance of Purchase Order		Refer Corrigendum No. 01
112	Annexure III	For line item No. 1: our understanding is one time cost will be mentioned in total cost column For line item No.2: unit cost and total cost will mentioned separately. For line item No. 3: per unit cost per resource to be mentioned. We request IRCTC to allow the bidders to quote applicable GST separately in the commercial	E tender Schedule -Financial Bid Format		Understanding is Clear. Item no.1 -One time cost and Item no.2 & 3 is to be quoted price per year.
113	General	Request IRCTC to confirm whether the proposed solution is CAPEX model or OPEX model.			Please refer page no.23, CAPEX for the software Development and other two for OPEX
114	Section -III Scope of work 2.b pg no.15	we need to provide manpower for doing the reconciliation works with the developed software. What is the expectation with the manpower if there is already a system inplace?, Do bidder need to provide FinOps support as well?			Yes the vendor need to provide manpower for performing the reconciliation with the developed software for 2 years. After the end of tenure, vendor will hand over the entire system and software solution to IRCTC (Build Operate Transfer)

115	Section -III Scope of work - 11, 16 pg no.15	Are we allowed to transfer information about the service, OS, infra etc from IRCTC to PayU at regular intervals for monitoring purpose?			Access will be provided based on the IRCTC security policy. Please refer page No.15 clause 2(5) The bidder shall install, manage & maintain the OS, RDBMS, patches and carry updations of the systems and software application from time to time in order to ensure the Service Levels are met and to meet the regulators instructions and guidelines
116	Section -III, Scope of work - SRS - 2.1 - 4, -pg no.15 & 16	What kind of integration expected with vendor system and scope of work with them? This should not be part of 16 week implementation timelines			No. This includes in the Delivery Project Plan/Milestone.
117	Section - III SRS - 2.2	System should have the provision to define parameters by users, report violations and exceptions handling by user intervention. Do bidder need to provide an analytics dashboard or a report file is sufficient?			The system need to Capture all exceptions and stored into Database and provide detail in report format also.
118	Section - III SRS - 2.1 - 5	Reconciliation product has to handle Double Debit/Credit, partial amount debit/credit etc. What kind of handling is expected from the Reconciliation tool, is this manual handling or system should handle in automated way?			The system should capture detail of double debit/credit and display to user and also provide detail report for further action
119	Section -III Scope of work - 19 pg no.16	Need more clarity on scale and avg size of the supporting documents, please share the specification and the possible cases for which upload would be required ?			Bank Deposit Receipt - PDF format only
120	Section -III Scope of work - 23 pg no.16	What are the expectations from Reconciliation software wrt to Security Audit and whose accountability will be?			Vendor will be accountable for software which is developed and maintained by the vendor. Please refer page No.15 clause 2(5) The bidder shall install, manage & maintain the OS, RDBMS, patches and carry updations of the systems and software application from time to time in order to ensure the Service Levels are met and to meet the regulators
121	Section -III SRS - 2.1 - 17 pg no.17	Does IRCTC need capability to read bank statements, please the format which need to be read by system? (If required we need to build that capability because we currently receive UTR files from bank)			Detail format of file clearly mentioned in the tender document The file format like csv,excel, text & PDF

122	Section -III Scope of work - 3.b, pg no.15	Can we use MySQL DB instead of Oracle DB? We can deliver expected scalability with MySQL as well.			Only Oracle DB, it is clearly mentioned in the Tender document
123	Section -III Scope of work - 2.c pg no.15	We are expected to train the IRCTC staff deputed for doing the reconciliation works with the developed software. Is it sufficient to provide a User Guide or do we need to provide online training/in-person training?			Training module and schedule to be decided by Vendor If current situation (CVOID_19) continues, needs to provide online training. In case situation normalized personal training may be provided
124	Pg 15/ Section-III, #2 Scope of Work, 3(b)	Application should be developed using Oracle Database Does the cost of Oracle DB licenses need to be part of the bid? OR Will the Oracle Database be provided by IRCTC?	Application can be developed using any database. For reconciliation, the database is only transitional as once the reconciliation is done, the entries can be saved/integrated into current Financial System for revenue recognition or to a dispute resolution process.		All infrastructure will be provided by IRCTC Oracle Database and licence will be provided by IRCTC
125	Pg 15/ Section-III, #2 Scope of Work, 16	The turnaround time for reconciliation of any transaction shall be T+2 day By what time on daily basis the data is received from all sources? Please also share details of different type of data sources to be handled.	For reconciliation, in addition to 15 lakhs transactions plus data set, it is crucial to know the different data sources, their volumes per data source, format or standardised format for data and the timing by which the data would be available on daily basis.		File receive from Banks T+1 or T+2 days. File Format: csv,Excel,text & PDF
126	Pg 17/ Section-III, #3 Work Experience	Please relax this requirement to 1 year.	We have been running reconciliation for a large Government Utility Corporation for around 1+ years.		For General - No Change contemplated. For MSME/Startups- Refer corrigendum no. 01
127	Pg 18/Section-III, #4 Other Terms and Conditions, 2(c) Payment Terms	Does this mean that all payment related with Software development and commissioning will be paid 100% on completion of design, development of Reconciliation system after 16 weeks as per Service Delivery condition mentioned on Pg. 18/ Section 4.3			Payment term as mentioned in clause 4.2 (page18) will be applicable.