ई डी पी/एस डब्ल्यू/क्वाडमास/अपग्रेड/2017 10 सितम्बर, 2018

शुद्धिपत्र 3– पंजीकरण व अनुज्ञापन, अनिवार्य नमूना सूचन, गुणवत्ता विश्लेषण कार्य–गति और प्रलेखन एवं संबंधित मापांकों केलिए वेब ऐप्लिकेशन की रूपरेखा, विकास एवं कार्यान्वयन केलिए निविदा सूचना

संदर्भ : 1. एम एस टी सी इ–निविदा सं. स्पाइसबी/18–19/ईटी/2, दि: 30–06–2018
2. 9 जुलाई, 2018 को स्पाइसेस बोर्ड में संपन्न बोली–पूर्व बैठक
3. शुद्धिपत्र, दिनांक 20 जुलाई, 2018 और 10 अगस्त, 2018

उपर्युक्त संदर्भ में, विक्रेताओं द्वारा उठाए गए प्रश्नों की प्रतिक्रियाओं (अनुबंध–1) तथा संक्षिप्त कार्य–गति आरेख (अनुबंध–2) का प्रकाशन हम इसके साथ कर रहे हैं। उक्त निविदा में निम्नलिखित संशोधन किए जाते हैं:

1. निविदा की समय–सारणी (निविदा दस्तावेज़ की पृष्ठ संख्या 5) में निम्नानुसार संशोधन किया जाता है:

5	बोली समापन तारीख व समय	24 सितम्बर 2018,मध्याह्न 12.00 बजे
6	पार्ट 1 (अर्थात् प्रौद्योगिक–वाणिज्यिक बोली) को खोलने की तारीख व समय	24 सितम्बर 2018, दोपहर 12.30 बजे

2. कृपया निविदा दस्तावेज़ की पृष्ठ संख्या 12 , मद 13 व 14 का हवाला लें। यह ध्यान दिया जाना है कि नमूनन, स्टफ़िंग चार्ज, वाहन चार्ज और कुरियर चार्ज सर्वेक्षक स्तर/एसआरडी स्तर पर अलग–अलग होते हैं। सिस्टम को रिपोर्ट तैयार करने में सक्षम होना चाहिए जो मासिक आधार पर बीजक तैयार करने में सर्वेक्षक केलिए सहायक हो।

3. सी आर ई एस, डीलर लाइसेंस, नीलामकर्त्ता लाइसेंस, नीलामकर्त्ता प्रयोक्ता शुल्क, विश्लेषणात्मक शुल्क और स्वास्थ्य प्रमाणपत्र शुल्क के लिए जीएसटी बीजक सिस्टम से तैयार किया जाना है। रसीद की प्रत्येक श्रेणी के लिए जीएसटी बीजक तैयार करने के अलावा, मासिक आधार पर सभी बीजकों केलिए जी एस टी आर का सामान्य फॉर्मेट तैयार किया जाना है।

उप निदेशक (ई डी पी)

Annexure 1 - Pre-bid Query Responses

#	Tender Description	Queries by the bidders	Responses by Spices Board
1	Eligibility criteria	The Terms of Eligibility Criteria 4 & 4e are not having clarity and does not mention about SME and make in India Products and Services. The Terms restricting The participating vendor should be a Private Limited / Limited company / Government undertaking is against Manual for Procurement of Goods & Services 2017 issued by Govt. of India by restricting opportunity for Public Procurement. By denying opportunity to Limited Liability Companies, Partnership Firms and Proprietary Firms from restricting participation in the Tender. You are therefore requested to issue necessary amendments to the above Tender to bring more competition, transparency, fairness and equality in the Tender proceedings.	No change in the tender terms in this regard
2	Eligibility criteria	Request to amend the clause as and allow Proprietorship Firms to participate in the bid. "The participating vendor should be a Private Limited / Limited company / Government undertaking/ Proprietorship Firm"	No change in the tender terms in this regard
3	EMD	We request you to please allow 'EMD' Exemption for MSME/ NSIC firms as per GFR 2017. "As per GFR rule 170 Amended and published 2017. It is required that the organizations registered under Ministry of MSME NSIC, to be exempted form submission of EMD."	EMD exemption prescribed by Government of India will be applicable if the vendor submits the proof for their exemption along with the techno commercial bid. Please read second paragraph under the section 'EMD' (page 6) in the tender.
4	Transaction Fee (Schedule of Tender)	We request you to please allow ' Transaction Fees' Exemption for MSME/ NSIC firms as per GFR 2017. "As per GFR rule 170 Amended and published 2017. It is required that the organizations registered under Ministry of MSME NSIC, to be exempted form submission of Transaction Fee."	Transaction Fee Exemption is not allowed. As per the rule mentioned, exemption is allowed only for bid security for applicable entities.

#	Tender Description	Queries by the bidders	Responses by Spices Board
5		1) What are the different technologies in which existing systems are developed ? 2) How many functionalities from each system are to be integrated into newly built system ? 3) Are the existing systems developed in service oriented architecture ? 4) Does all the systems have common login mechanism or independent logins ? 5) Customer is expecting analytical reports can you confirm, on how many days data the reports are to be generated ? 6) What is the total user base of the system ? 7) Where the application need to be hosted ? 8) What is the size of data which need to be migrated , in what forms the data exist ? 9) Are they expecting customized mini erp. For this requirement ? 10) Does the mobile application need to be developed in native android or it could be developed in hybrid platform as well ?	1) Existing applications were developed using the technologies viz PHP, Oracle forms, Delphi and databases Oracle, MySQL and MsSql. 2) All the existing functionalities from each system need to be integrated into newly built system. 3) No 4) All the existing systems have independent logins. 5) One week to three year. 6) Users spread across the modules. Total number of users of all the modules together will be around 7,000. However the active users will be very less. Different kind of users are Exporters(6000), Dealers(600), Auctioneers(25), Employees of Spices Board (100), Sampling agencies (50), Data entry operators(10) 7) Spices Board will provide the infrastructure for hosting the application. 8) It is not practical to calculate the exact size of the data to be migrated since for some modules, only part of the data is required to be migrated. The entire database will be made available to the vendor. 9) The requirement is to have a system which covers all the functional requirements mentioned in Annexure-1 10) The mobile application can be developed in native android platform or hybrid platform, provided the requirements explained in the tender are met including fetching and updating the GPS coordinates.
6	Eligibility criteria	We request the authority to kindly consider the Reputed Indian Companies instead of Listed Indian Companies. This will increase the bidding companies as well increase in competition. We request the authority to kindly consider hands-on experience on all the technologies like dot net, Java / J2EE/ PHP- MySQL/MariaDB/ PostgreSQL etc. however bidding company should have experience in developing websites on PHP – MySQL / Open Source etc. A live reference to be provided. Additional clause : Bidding company should have working experience in Kerala.	No change in the tender terms in this regard
7	EMD	"Since Spices Board is a central govt. body, Request for Bid Security Exemption for the bidders who are registered under MSME- Micro, small, medium scale enterprises or NSIC- National Small Industries Corporation Limited according to the Government of India Rules. Please check the link below for such rules- Rule 2017 given in http ://msme[dot] gov[dot]in/sites/default/files/Sch-vol1-151214.pdf-sri.pdf"	EMD exemption prescribed by Government of India will be applicable if the vendor submits the proof for their exemption along with the techno commercial bid. Please read second paragraph under the section 'EMD' (page 6) in the tender.
8	Scope of work	1. Do we need work on only Android platform or iOS platform also. 2. Are you planning to scrap the existing web portal and want to develop new web portal.	1. Mobile module is required only in Android platform. 2. The vendor can check the reusability of the code. If it is feasible subject to the terms and conditions of the tender, the same code can be reused.

#	Tender Description	Queries by the bidders	Responses by Spices Board
9	Eligibility criteria (a)	We request to modify this criteria as since this is a fairly large project and needs quality experience- The vendor should have successfully developed at least 3 web applications during the last 5 financial years (2013-14, 2014-15, 2015-16, 2016-17, 2017- 18), each project should be of at least Rupees 75 Lakh. All the applications mentioned should be developed for a government organization in India(Central Govt/ State/ PSU/ Autonomous Bodies) or for an Indian listed Company Note: The Work Order Value above refers to the Web Application in the Work Order which is mentioned distinctly and not the composite value of the Work Order. Additions requested: The web application/software required to be developed must have high quality standards, We request to add CMMI level 3 or level 5 certification as part of the eligibility criteria. Also, ISO 9001:2015 should be added to ensure quality deliverables and work by the bidder.	No change in the tender terms in this regard
10	Scope of work	After understanding the Functional requirements in Annexure 1, we recommend that any other open source software platform OR PHP should also be allowed to design and develop the application; the restriction on only PHP should be removed.	No change in the tender terms in this regard
11	Functional requirements	Transferring data from existing system to the new system : What is the volume of this data? What kind of data needs to be transferred?	It is not practical to calculate the exact size of the data to be migrated since for some modules, only part of the data is required to be migrated. The entire database will be made available to the selected company. The entire data need to be retained for the modules Registration and Licensing and Trade information system. For Quality Analysis Workflow, Reporting & Document Management System module, the required reports are provided in the Annexure -1, SL6 (VI) Data porting from existing Quadmas software.
12	Project Deliverables - User training and implementation	1)What is the kind of training required? 2)Where will this be conducted? 3)What will be the strength of trainees? 4)We assume all IT/Non IT Infra required for training will be provided by board? 5)What are the various categories of users to be trained? 6)We assume that there is no specific roll out requirements; application has to be centrally hosted and made live post training. Is there any phase wise implementation expected? Or is there any priority of the software modules to be implemented?	1) User training and technical training 2) Spices Board, Kochi, Mumbai and Chennai. 3) Approximately 25 in each centre. 4) Training hall, computers with internet facility, projector, etc. will be provided by Spices Board. Expenses incurred for travel, accommodation etc. have to be met by the vendor. Training will be video recorded by Spices Board for the use of further training. 5) Users will be Spices Board employees and sampling agencies. Training will collectively cover all the functionalities and technical details of the software. 6) Application has to be centrally hosted*(hosting infrastructure will be provided by Board)* and made live post training. However first two modules mentioned in Annexure 1*(page 9-14)* have to be developed, tested and made live temporarily. Once all other modules are developed, integrated and tested, entire system can be made to production.

#	Tender Description	Queries by the bidders	Responses by Spices Board
13	Warranty	We understand the warranty is only for the proposed software application only and this may not need an onsite support as all bug fixes and issues can be done remotely. A helpdesk/support system to raise issues/bugs is needed. Please clarify. Who will take care of the server related issues as there is no mention of hosting infra?	As per the tender document, "Warranty include all bug fixes and minor change requests, with onsite service support (whenever required/on call)". The vendor can do all bug fixes and issues remotely and provide a helpdesk/support system to raise issues/bugs. However if onsite support becomes necessary to understand or resolve issues, it shall be undertaken by the vendor as required. Hosting infrastructure and server/hardware related issues are the responsibility of Spices Board and not in the scope of the tender.
14	Payment terms	We request to change the warranty payment to quarterly.	No change in the tender terms in this regard
15	Other Terms and Conditions	Since the SRS, design document is very crucial for the project, we assume that necessary requirements, nodal contacts, weekly reviews and timely feedback on the documents will be provided by the board. We also, assume that SMEs will be available to provide the detailed requirements and will be mostly available during the requirements analysis and design phase. We request to change the criteria as “the bidder will engage a domain expert from board and ensure all SRS/design documents are duly signed by the expert. Only after necessary approval the bidder will start the work of design and development of the software.”	Spices Board will provide nodal contacts and requirements will be made available to the vendor. There will not be any delay from Spices Board side. Weekly reviews will be conducted and timely feedback will be provided to the vendor on the draft and final documents. *"Only after necessary approval the bidder will start the work of design and development of the software."* - This can be allowed. However, software requirement document and design document together shall be completed within 2 months from the date of acceptance of work order, as mentioned in 'Other Terms and Conditions' *(page 8)*
16	The vendor shall take STQC certificate for quality for the Software	Can this be replaced with security audit form a cert-in empanelled vendor? Who will bear the cost of STQC?	No, STQC certificate for quality is required. The vendor has to bear the cost of STQC. Cost of STQC certification has to be included in the 'Total Project Cost'

#	Tender Description	Queries by the bidders	Responses by Spices Board
17	System should be supporting digital signature for all levels of work flow and report generation.	Are the users of the system already having digital signature? If yes, can we please get the details of the same? If no then, Is there any specific requirements for the same with regards to hardware and software?	Digital signatures will be obtained by Spices Board. Class 3 digital signature with encryption and signing will be used.
18	Annexure 1 The prescribed analytical charges has to be collected on verification of spices analysis Required from the exporter concerned by e-payment.	Is the system expected to integrate with some payment gateway for making any online payments OR do we need to give any facility to Exporters for enabling payments to the Agencies.	The system need to be integrated with the payment gateway. Payment gateway interface will be provided by Spices Board.

#	Tender Description	Queries by the bidders	Responses by Spices Board
19	Annexure 1 Existing Ledger balance of each exporter need to be updated in the new system.	For what this ledger has to be maintained? We assume this is for stock?	This is not related with stock. Exporters make payment towards the analytical service (including advance payment), which is maintained in their ledger. When the exporter's test sample is received for analysis, the corresponding analytical fee value will be adjusted from the balance.
20	TRADE INFORMATION SERVICE 1. Returns submitted by Exporter - Form B, B1, B2 (export, purchase & Import) 2. Area and Production - State wise	1) Are these formats to be integrated with the system or they need to be filled as it is by exporters and uploaded in the System? 2) We assume that data entry forms needs to be provided however there is no scope of data digitization. Please clarify.	1) These forms need to be integrated with the system and the provision should be there for Spices Board officials to submit these details. 2) Data entry forms are required and existing data in digital form (Oracle Database and MS access) need to be migrated to the new system.
21	Digital signature, Page 17,point 8	Are the authority using any specific digital signatures now?	Presently system does not have digital signature.

#	Tender Description	Queries by the bidders	Responses by Spices Board
22	Administration, Page 17, Point 1	*The laboratories employ technical and administrative personnel for its operation, both permanent and non-permanent . These employees have official designations and system level designations. All these employees will access the software for various operations.* What is the volume of such users? *For non-permanent staff, attendance should be maintained in software with facilities for recording login, log out, breaks etc.* Is the report required on attendance?	The number of active users will be around 100 in all 8 QELs . An increase of around 10 users per QEL every year.
23	Administration, Page 18,Point 3	*The laboratories perform both internal and external trainings. The training assessment, training schedules, details of training imparted , assessment of effectiveness of Training, dissemination by the trainee after the process etc has to be handled by the software* We assume that this is a requirement for a learning management system; can we propose an open source software for this?	This training documentation is done as a part of the ISO quality system certification. NO
24	Administration, Page 18,Point 4	*1) Meetings: The laboratories hold periodic meetings, e.g. The management Review. The drafting of minutes and circulation of the approved minutes have to be handled through the software.* We assume the meeting proceedings will be captured using a word document and circulation of such meetings can be handled using emails, the approved meeting proceedings can be saved as part of the document. We can have a share mechanism to the designated employees for such meeting proceedings. We also assume that is any email gateway is to be integrated; such a provision will be made available to the bidder. *2) Audits: The laboratories face periodic internal and external audits. The records of these audits, the tracking of non conformances etc should be handled through the software.* We assume this is only for storing the relevant documents OR the requirement is to prepare the report from the system itself?	1) Meetings: The proceedings will be captured using a word or open office document. The draft of this document will be uploaded in the new software which will be accessible to the authorized users of the respective QELs during login. The comments on the draft would be submitted by the users through the software. The finalized minutes / proceedings of the meetings will again be uploaded in the software as PDF and will be accessible to authorized users through login. 2) Audits: (a) For the internal audits, the draft report will be uploaded by the internal auditor in word or open office format into the software, which will be available to the respective authorized auditee during login. The non-conformances for the internal audit will be added into the software and assigned to the auditee which will have to be closed by the auditee by entering the corrections, corrective actions and preventive actions, along with documents in PDF format, against each non-conformance. The consolidated review of internal audit non conformances should be available in the software. b) For the external audit, only the final audit report will be uploaded and maintained in the software. The non-conformance closure and review process will be same as that for internal audit as explained in 2a above. It is to be noted that provision should be there in the software for different management systems (eg. ISO 17025, ISO 9001, ISO 14001). Internal and external audits will occur for each system and the records and review reports are to be maintained separately.

#	Tender Description	Queries by the bidders	Responses by Spices Board
25	Page 23, point VIII	Upon finalization, an SMS / email should be sent to the customers who have Registered for this facility. This implies integration with SMS/Email is required? We assume APIs will be provided for the same.	SMS and Email integration is required. For SMS integration, SMS gateway interface will be provided by Spices Board. For email integration, the credentials of the email will be shared.
26	Annexure 1, Page 23, Disposal of the samples	What is the process to dispose sample? Are the samples removed from the shelves/racks and moved somewhere else to make rooms for new samples?	Disposal of Test samples All samples exceeding one month are disposed of after approval of Scientist D during first week of every month. A list of the samples exceeding one month of storage and for which analysis is not completed is generated by system. These are physically identified and disposed Disposal of Record Samples Process is same as above except the storage or retention period will vary with destination. EU is for 90 days, USA,Japan,Canada, Australia, New Zeland 45 days and 30 days for other countries. General Requirements or both the procedures explained above 1. Provision for customization of days and countries shall be provided in the admin screen. 2. System should alert the disposal dates on the day of expiry and this shall be continued on daily basis unless it is disposed, along with rack details and shelf storage details
27	Annexure 1, Page 13, point 18	The portable printer has to be provided by the bidder or will be provided by the board?	Board will provide the printer. However the specifications for the printer need to be provided by the vendor.
28	Annexure 1, VI. Data porting from existing Quadmas software	We assume that these data will be provided immediately after selection of the bidder for analysis and point out gaps if any. Can we get technical details of existing QUADMAS system?	The database is available with the board and the same can be shared with the successful bidder. QUADMAS system is written in Delphi and MSSQL. Source code is not available for QUADMAS. However database access is available.
29		Who will provide the IT /Non IT infra for hosting the software?	Spices Board
30		As there are various categories of the stakeholders for the proposed application, is there any need of travel to different places during requirement gathering or there are SMEs available at board HO to help on the same	SMEs will be made available at Spices Board, Kochi
31		There is no technical bid format available for the tender. Please clarify	No particular format is provided for technical bid. However Supporting documents proving the eligibility criteria, EMD exemption if any, etc shall be uploaded in the technical bid as specified in the tender.
32		We assume that there is no requirement for onsite deployment of resources and bidder can develop the software from a remote location	Yes
33		We assume the bid evaluation is LCBS, we request to make it as QCBS which would benefit the board to ensure to get the best solution to meet their objectives.	No change in the tender terms in this regard

#	Tender Description	Queries by the bidders	Responses by Spices Board
34		Is localization or internationalization required for the software?	a. All application forms to be submitted by exporters, dealers, auctioneers and surveyors should display all labels and drop down list in English and Hindi b. All reports shall display all labels in English and Hindi c. Hindi labels in unicode will be provided by Spices Board
35		Are there any country-specific exceptional processes that need to be considered?"	No
36		What is the expected concurrency for the users?	Approximately 500 users who may be active in the system at any point of time.
37		There is no mention of business continuity and disaster recovery. Please clarify.	This will be taken care by Spices Board
38	MANDATORY PRE-SHIPMENT SAMPLING, TESTING, STUFFING AND FOLLOWUP ACTIONS (EXPORT SUPPORT SYSTEM ESS) AND TESTING OF VOLUNTARY SAMPLE TESTING	8. In the case of export of chilly whole to the specified countries in South East Asian region except Malaysia, the sample can be drawn simultaneously while loading into the ocean container / railway wagon / trucks as the case may be by issuing "Sample Drawn Certificate" issued by the Spices Board. No separate container stuffing supervision is required in this case as the sample is drawn while the consignment is loaded into the container / trucks. Does the sampling testing process vary for different commodities exported? If yes how many types of processes are in place?	The details of the parameters to be tested for each country/spices is available in the website of the Board under the Head 'QUALITY' . Firstly, it may read as South East Asian region. Considering the huge quantity of export of certain spices to specific destinations, export is allowed with a declaration from the exporter. In this case stuffing takes place, after drawing samples, without waiting for analytical results. The sampling process will be same for all such spices but parameters will differ based on the item and destination country. If the analytical results are found to be above the permissible limit(sampled failed in lab test) , the exporter will be asked to call back the consignment. If there are similar sample failures in the lab test for consecutive export consignments of the same exporter, then export with undertaking will be suspended for that exporter by SRD Admin . There should be provision in the system to add/remove the facility for export with declaration at spice, parameter, country level.

#	Tender Description	Queries by the bidders	Responses by Spices Board
39	MANDATORY PRE-SHIPMENT SAMPLING, TESTING, STUFFING AND FOLLOWUP ACTIONS (EXPORT SUPPORT SYSTEM ESS) AND TESTING OF VOLUNTARY SAMPLE TESTING	8. In the case of export of chilly whole to the specified countries in South East Asian region except Malaysia, the sample can be drawn simultaneously while loading into the ocean container / railway wagon / trucks as the case may be by issuing "Sample Drawn Certificate" issued by the Spices Board. No separate container stuffing supervision is required in this case as the sample is drawn while the consignment is loaded into the container / trucks. If sampling is done simultaneously while loading the stuffs then how can reports be generated and how the sample receipt desk will update the result? How is it done currently?	'except Malaysia' may be read as 'Including Malaysia'. As usual the sample will be drawn while loading into the container, sample details will be entered in the QUADMAS system, sample will be analyzed in the lab and report will be issued to the exporter. Only difference is the exporter do not need to wait for the lab report for exporting the consignment. This will be applicable for other selected spices as well.
40	System level requirements	*Provision to set time for sampling/stuffing intimation from Exporter, assigning the work to the sampling/stuffing agency and acceptance by the agency* Will this depend on the type of commodity exported?	No
41	System level requirements	7. Generation of Invoice/bill towards receipt of analytical fee and health certificate from exporters. Is health certificate required for all type of commodities?	No, for the consignment to specified countries

#	Tender Description	Queries by the bidders	Responses by Spices Board
42		Samples are also received from Farmers, Exporters, Board's Offices etc. for quality testing. Such samples are received by the sample receipt desk and sent to the concerned quality labs for testing. Discounts in analytical fee are offered for farmer samples. There is exemption of analytical fee for samples received from Board's Offices. For other voluntary samples, analytical fee is same as that of mandatory sample which is applicable for consignment above 5MT If the exporter has voluntarily done the sample testing is the sampling required before stuffing again? As two times analytical fees will be carried on in that case?	YES. samples are also received from farmers, Board's Offices, FSSAI, Customs and exporters(voluntary samples).These samples are not coming under the purview of mandatory sampling, testing and stuffing. As voluntary sample testing is not meant for export, there is no question of stuffing. However, some of the exporters are collecting the sample from the farm level and may send to Board's Lab for testing as voluntary sample. After the clearance from the Lab they may procure the material and make it as lot for export. In such case the sample will be again taken for export purpose and they have to make the payment again. Samples received from farmers are analyzed with discounts in analytical fee. Customs send the samples drawn from import consignments (of exporters) under advance authorization to Board's Lab for analysis. Analytical fee for import samples received from customs is met by the exporters. Samples received from Board's Offices are analyzed free of cost. FSSAI/local health authorities also send samples from import consignments and domestic market to the Board' for quality testing. FSSAI makes payment to the Board from their branch offices.
43	RAPID ALERTS FROM IMPORTING COUNTRIES AND FOLLOW-UP ACTIONS	If repeated rapid alerts are received for an exporter within a period of three months from the date of issue of previous Rapid alert, System should alert such incidence to issue warning letter to exporter and conduct surveillance inspection and root cause analysis. If more than three rapid alert are received for an exporter within a period of three months from the date of issue of previous Rapid alert, the exporter will be restricted from Exporting to certain countries for 30 days. Restricted to countries having similar rules or those specific countries? How will the countries issue rapid alert to the exporters? Is any current system in place if yes how is it done?	Rapid/ other import alerts are issued by the destination Country. Currently it is applicable only to EU and USA Countries, but system should support addition of other countries also. Rapid alerts are issued through the Official website of the importing countries. System should alert such repeated alerts and provision is required in the system to disable the exporter in the ESS from further submission of sampling request . By default system should not disable the exporter, it should be done by SRD admin. Linking of rapid alerts to the test report should be possible through the system by users in marketing dept. by manually entering the test report number.
44	IMPORT AUTHORIZATION	Samples are drawn by Customs from consignments imported for processing and re-export of value added products Can you explain the Re-export process in detail please?	Scope of this module includes receipt of the sample from the customs, analysis of the sample in the LAB and submitting the report to the customs with a copy to the concerned exporter. Re export means export of the imported material after value addition.

#	Tender Description	Queries by the bidders	Responses by Spices Board
45	QUALITY ANALYSIS WORKFLOW, REPORTING & DOCUMENT MANAGEMENT SYSTEM (QUADMAS) General	4. Different QELs, based on their respective level of readiness, will be able to implement this list of tests to different extent. The software should be able to handle the differences in implementation of the tests in each laboratory. Will the implementation process change depending on the different QEL? If yes then will the full process change or partial?	Process is same for all QELs. Option for restricting the test parameters at lab level should be available with the head of individual lab.
46	QUALITY ANALYSIS WORKFLOW, REPORTING & DOCUMENT MANAGEMENT SYSTEM (QUADMAS) General	8. Since the QELs are implementing a paperless policy, the software should be designed in such a way as to minimize the movement of any paper between any divisions of the laboratory. The signatures of the authorized signatories should be affixed on the reports issued by the laboratory using digital signatures or other equivalent technology. What will be approximate number of users and authorities taking part in the QEL process? What are the different type of user roles in the system followed currently?	(a) Taking all QELs together, the number of active users at a time would be around 100. (b) The different roles in the quality and environmental management systems would be amenable to customization, with highly specific access control rights in the software. At present the user roles are: Head of the Laboratory, Management System in Charge, Management Coordinator (Quality Manager), Technical Manager, HODs, Environmental Chemist, Controller of External Documents, Analysts, Trainees etc.

#	Tender Description	Queries by the bidders	Responses by Spices Board
47	QUALITY ANALYSIS WORKFLOW, REPORTING & DOCUMENT MANAGEMENT SYSTEM (QUADMAS) General	7. Each laboratory will have authorized signatories for different groups of parameters, based on the accreditation findings. List of authorized signatories is subjected to change. Only these authorized signatories can authorize the issue of reports from each laboratory. The software should be able to maintain the list of authorized signatories, and control their access for authorization based on the group of parameters they have been authorized to Sign. As different QEL is having different set of parameters and each parameters may have different authorized signatories. What will be the approximate number of DSC's required? Do the authorities have any DSC currently?	Yes, for each group of parameters, different authorized signatories available, for each lab. Approximately 5 DSCs in each lab will be required. This will be obtained by the Board. Authorities does not have any DSC currently.
48	General	Where is the DC and DR (if available)? Please confirm necessary access and approval will be provided to us for deployment activities.	Hosting and Disaster recovery part will be taken care by Spices Board. Access will be provided to the vendor for the deployment.
49	General	Please confirm necessary Infra sizing and security provisions are already taken by considering the anticipated users and concurrent users of the system.	This will be the responsibility of Spices Board
50		Criteria to be included a. Bidder should have CMMi Level 3 or above certification b. Bidder should have an average turnover of more than five times of the project value during the last three financial years. Bidder should have positive net worth during the last three financial years. c. Bidder should have experience in developing Open source solution for the value similar to this project value. d. Bidder should have at least 100 permanent resources in their payroll.	No change in the tender terms in this regard

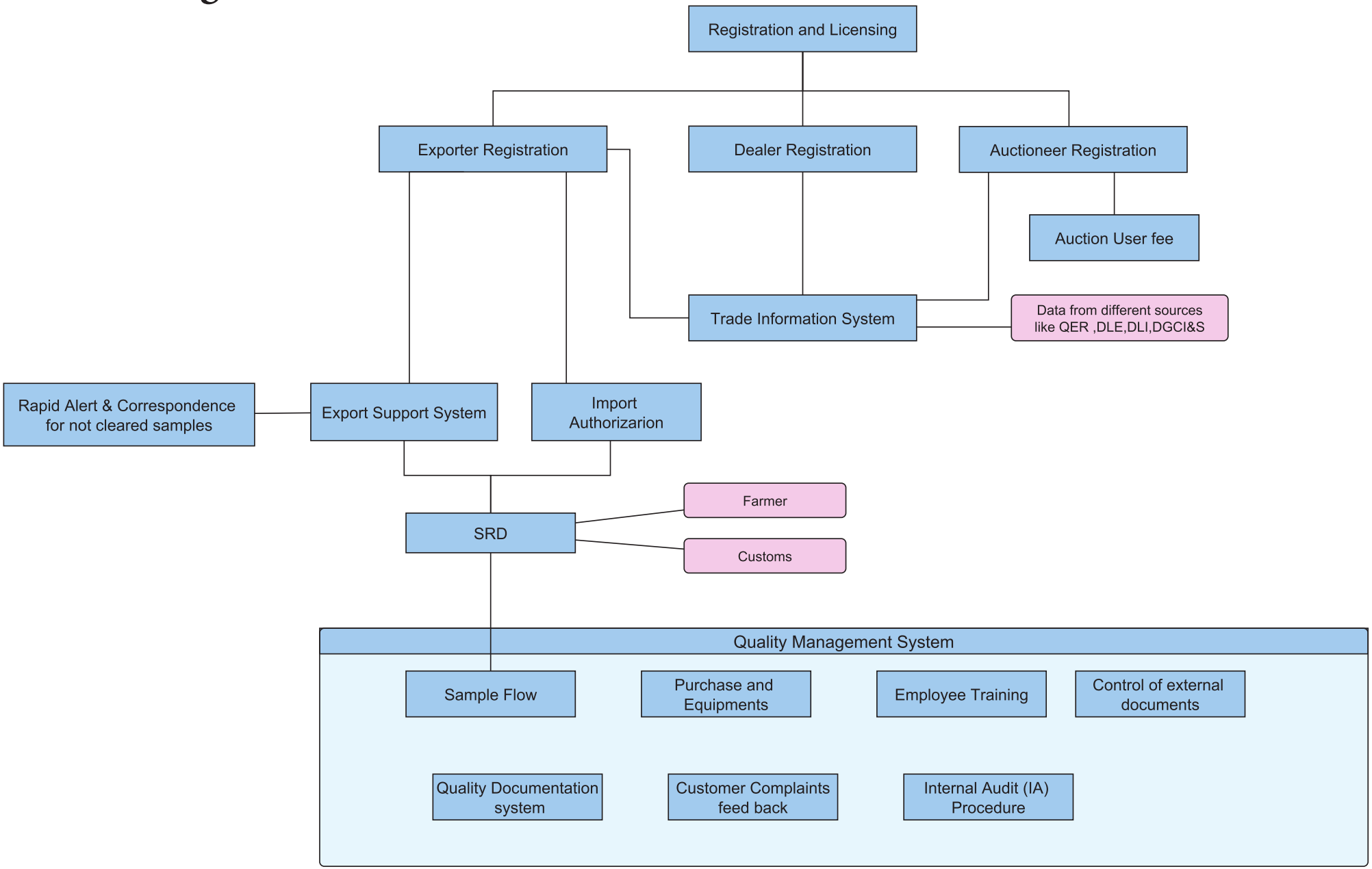
#	Tender Description	Queries by the bidders	Responses by Spices Board
51		We need some more clarification in the following points. This will help us while project cost estimation and SRS preparation time. Registration 1.Job allocation for the Survivors will be manually or by the system based on availability and location 2.For the Voluntary sample testing did they need to apply and payment done through online or do manually 3.Is Survivors are added by the admin? 4.The mandatory fields fro the regeneration of users(Exporter,Auctioner,Dealer)is it managed from admin or need to do it as static form? 5.How import alerts are done ? Is it marked against the sampling intimation or against the exporter.	Survivor(s) are to be replaced with surveyor(s) 1. Job Allocation to the surveyor should be through the system the SRD user. 2. Not Necessary, they can send the sample and payment in the form of DD directly also 3.Yes 4. Yes, it is to be managed by admin. 5. The Import Alters are issued after the consignments reaches the destination by the importing countries. This is marked against the exporter for a particular consignment. Linking to the test report should be possible through the system by marketing user by manually entering the test report number.
		We need some more clarification in the following points. This will help us while project cost estimation and SRS preparation time. IMPORT AUTHORIZATION: 6.Clarification about different type of import types and their parameters.	6. Testing for sample is applicable only for one type of import, namely 'advance authorization'. The parameters to be tested will be based on imported spices. Provision to add/edit/delete spices and the parameters for each spice to be provided in the admin screen.

#	Tender Description	Queries by the bidders	Responses by Spices Board
		We need some more clarification in the following points. This will help us while project cost estimation and SRS preparation time. QUALITY ANALYSIS WORKFLOW, REPORTING & DOCUMENT MANAGEMENT SYSTEM (QUADMAS) 7.Accreditation is it different for different EQL 8.IS Mandatory test for a spice is based on accreditation cycle for a country? Test samples are stored until the exporting or only up to sampling process? 9.Once the work assigned staff after testing is it send back to reporting officer. Is there reporting officer or head for work submission, also same for purchase request is it approved by his/her Reporting officer?	(7) The number of management systems followed will be different in different labs. ISO 17025 system is currently implemented in all labs, where as ISO 9001 and 14001 systems are additionally implemented only in QEL Kochi. In future, other labs may also take up these two systems. Based on future international requirements, adoption of other management systems might also arise. (Provision to enable/disable certifications at lab level shall be provided for the admin user) (8) (a) Mandatory tests implemented by Spices Board is not directly related to accreditation, as mandatory tests may be declared by the Board based on the national legislations or government orders at any time and the parameters required might or might not be covered under accreditation at the time. However, it is the policy of the laboratories to cover all the mandatory parameters under accreditation. (8) (b) The policy of storage of samples are different in different situations. For mandatory samples, the storage period is dependent on the country to which the consignment is exported. For non-mandatory samples, there is a fixed number of days as a storage period. For perishable or read-to-eat items, the disposal is done immediately after testing. In short, the retention period of samples should be configurable dependent on the type of sample being tested and the destination country of the consignment. The record samples for mandatory samples should be treated separately and they should also have configurable retention periods. (9) The assignment of work and reporting officer will be based on the defined access control rights in the software. Please see query 46, answer (b) above.
		10.how the amount for purchase and fees for testing is calculated? Is there monthly income and outcomes calculated? 11. Usage of equipment's and test chemical is it marked in the software to manage stock availability? How stock handled.	(10) (a) Amount / rate of purchase are entered into the system by the indenter, based on approved rates / quotations etc and the labs requirements. (b) Fees of testing are based on approved rates which are maintained in the software. These fees are subject to revision yearly. (c) In the software, all purchase process starting from indent to purchase order to goods receipt are tracked. When an intended item (chemical, equipment, spare, accessory, consumable etc) is received by the lab and entered in software, it is included in the stock. When an item is issued for use and entered in the software, it is reduced from stock. For normal chemicals, spares, consumables etc, the issue is done in unit packs and stock is also maintained in unit packs. For special items like reference standards, issue is done in parts (mg, ml etc) and requires special handling in the software.

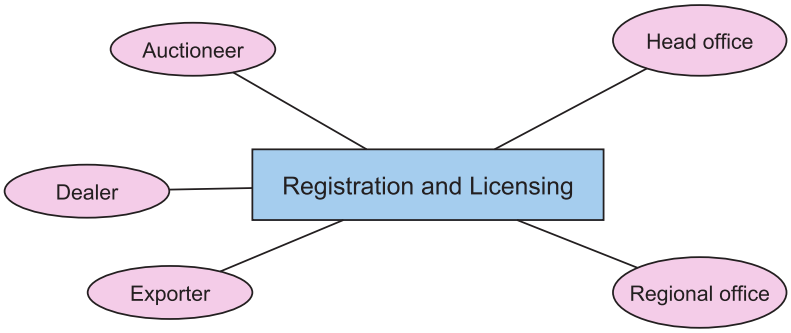
#	Tender Description	Queries by the bidders	Responses by Spices Board
		12. Provide report formats in each category of reports. Any region wise report is required or not? Whether SBL required any time-based reports, like daily, weekly, monthly and yearly? 14. Provide workflow for the entire process, starting from registration to Approval for Export. 15. Once the lot is rejected, what is the next action from SBL? Whether it will be allowed to sell in the domestic market?	(12) If this query is about analytical reports, there should be different types of reports based on the accreditation status of the parameter tested. For reports to FSSAI (referral samples), a custom report in the FSSAI format is required. Reporting of analytical results should be customizable. Taken together, there are a total of about 100 management system reports, non-standard reports and blank formats to be maintained in the software. In addition to this, there are several data requirements for the laboratory, which will have to be performed periodically . E.g., Total number of samples analyzed by all QELs for a period, The number of consignments rejected due to a particular parameter for a defined period, country wise reports etc. Software should give provision for obtaining reports from custom queries, and saving such queries for future use by changing the input parameters only. 14) Workflows for each process in QEL have already been given to EDP. 15) Once a sample is not meeting the mandatory testing requirements, the declaration of permission to export is clearly mentioned in the analytical report. Once such a report is authorized, the activity in the lab is completed the remaining activity is by the marketing section.

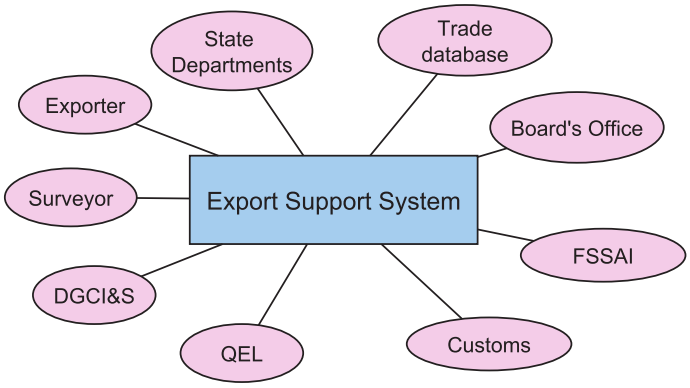
Annexure 2
Flow Diagrams

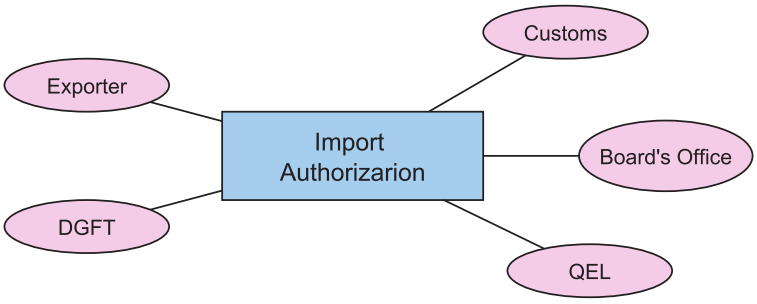
Module Hierarchy

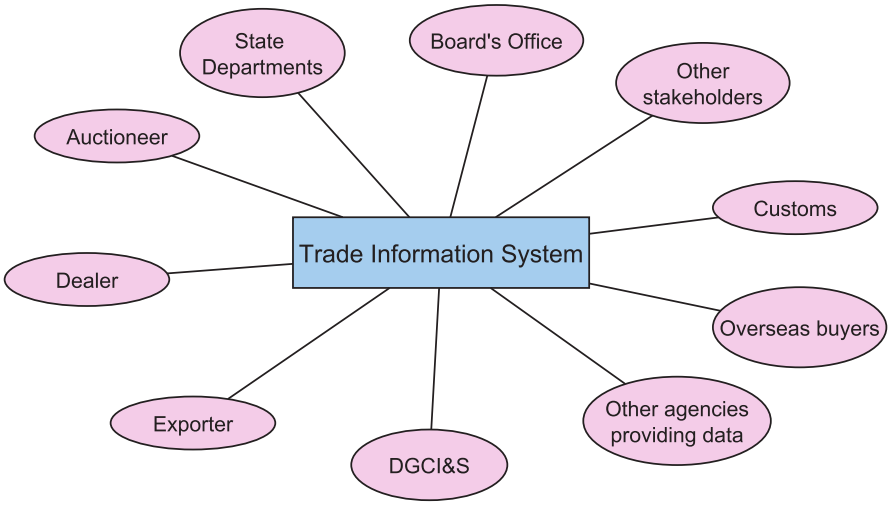


Modules and its Associated Users

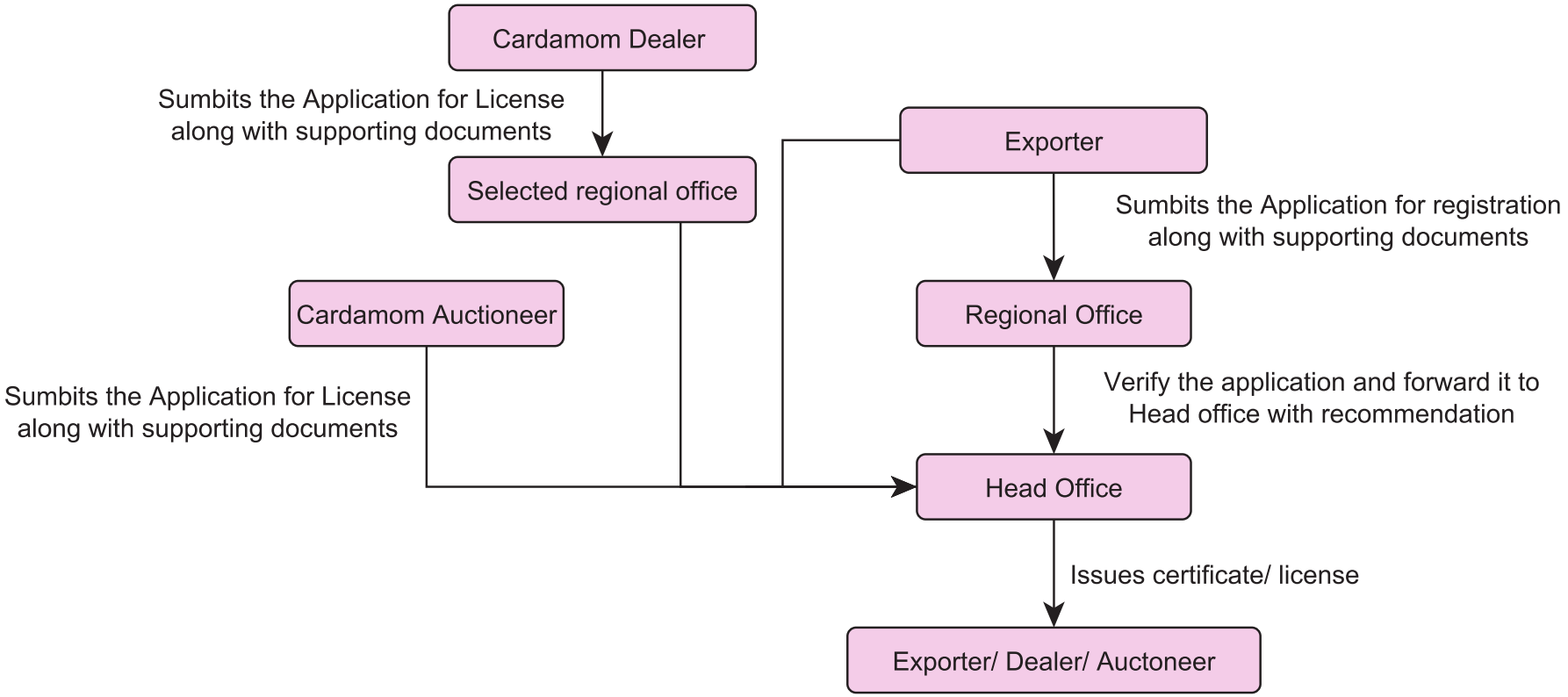




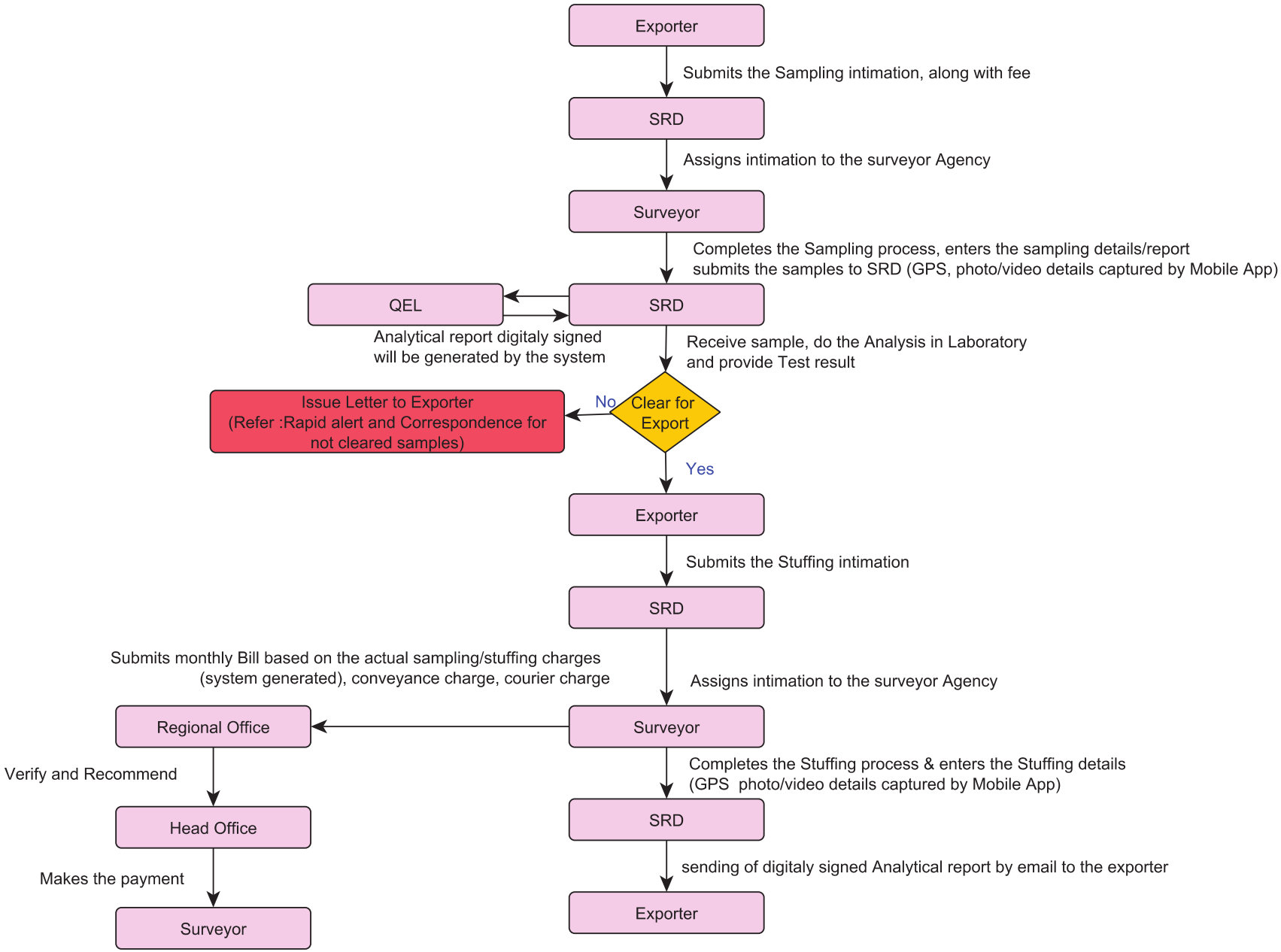




Registration & Licensing

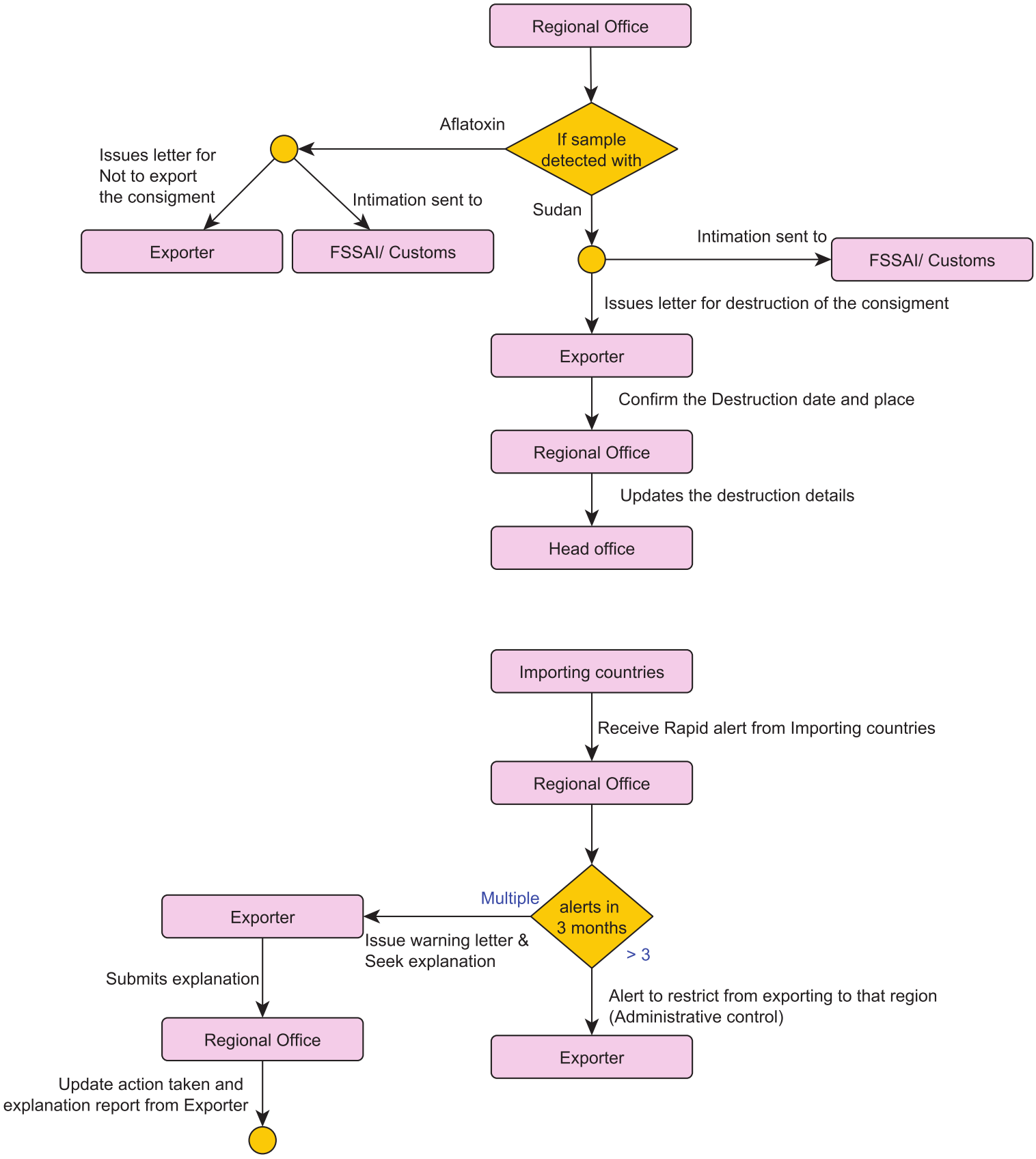


Mandatory pre-shipment sampling, testing, stuffing and follow-up actions
Export Support System (ESS)

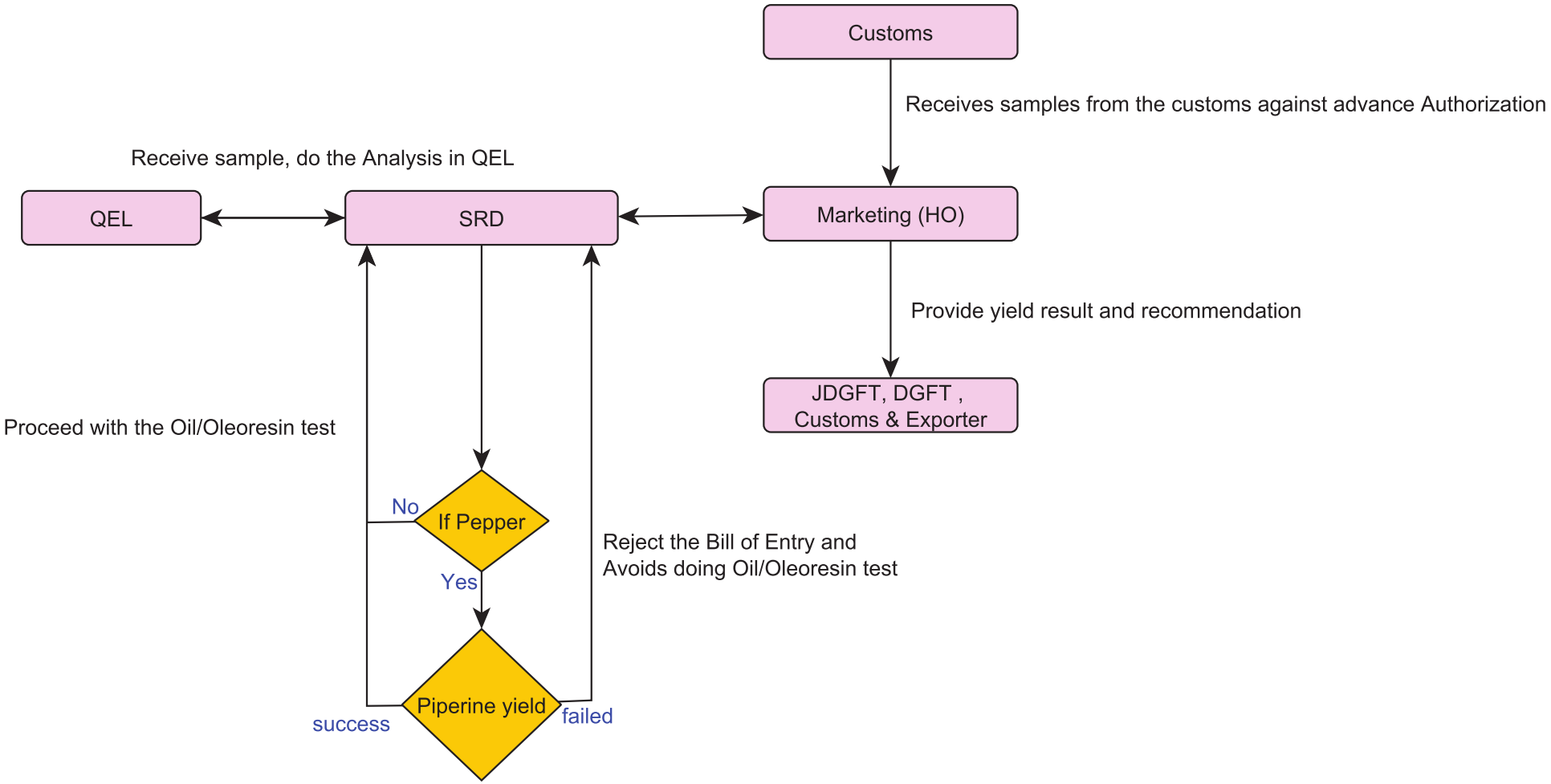


SRD - Sample Receiving Desk in each Regional Office

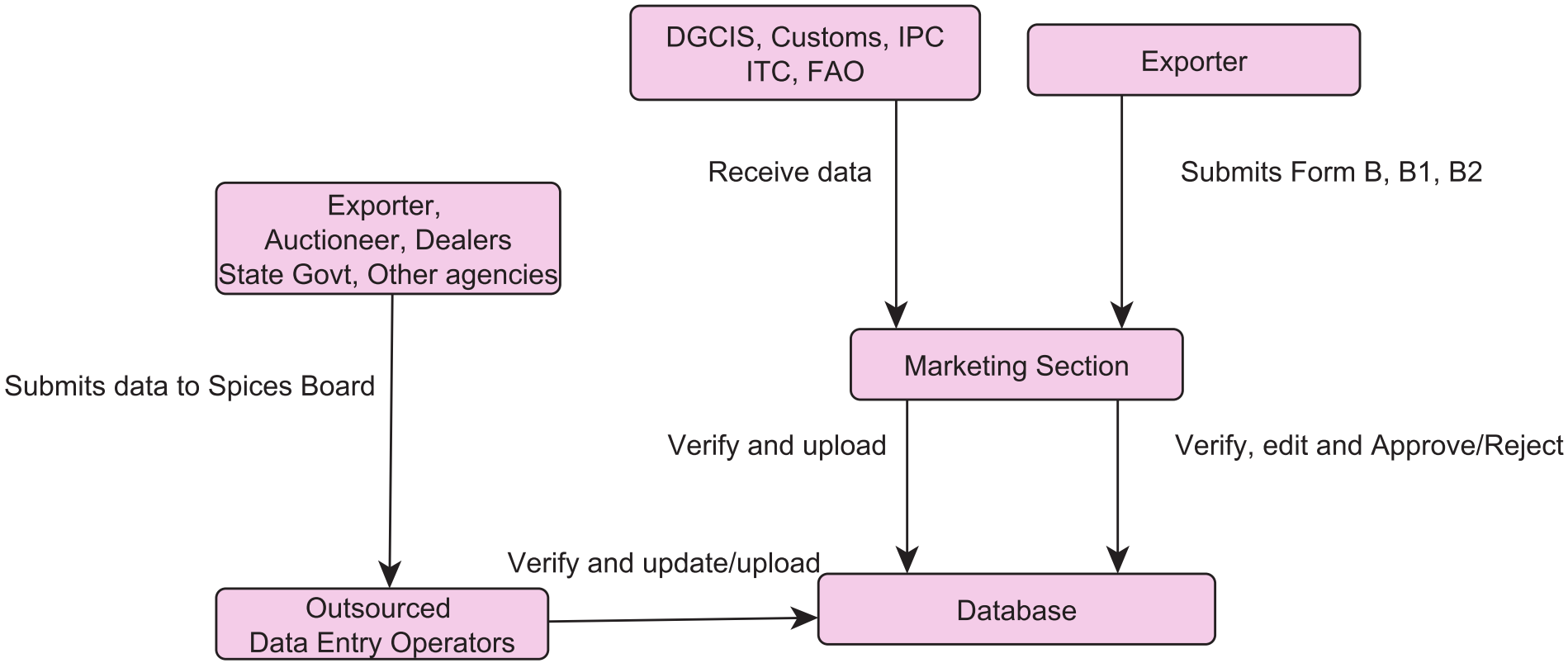
Rapid alerts from importing countries and follow-up actions and correspndence & follow up actions for not - cleared samples



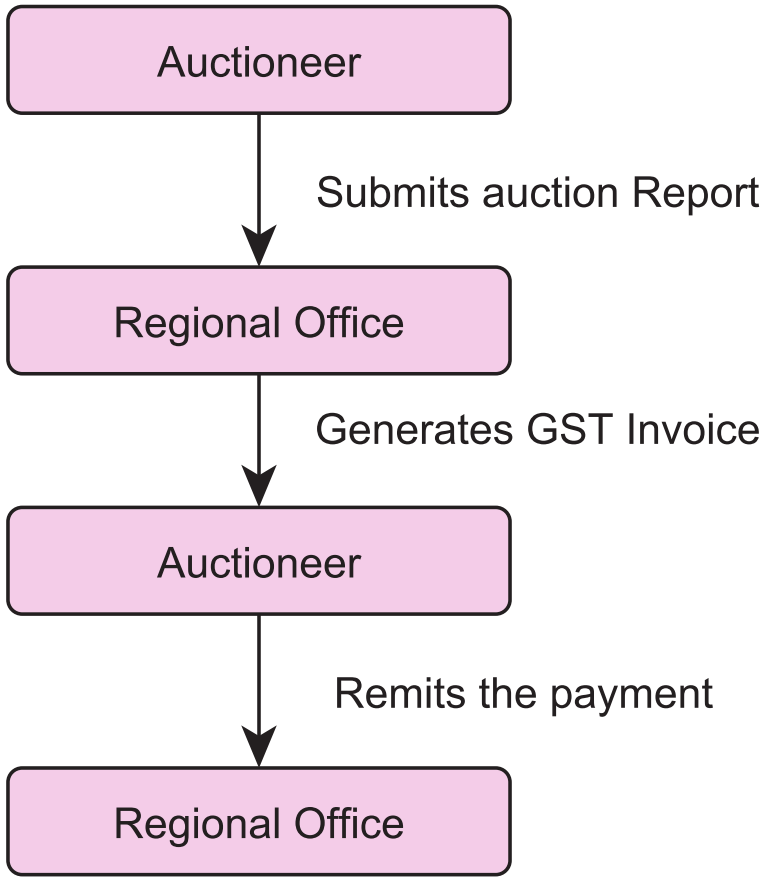
Import Authorization



Trade Information System



Auction User Fee



Quality Management System

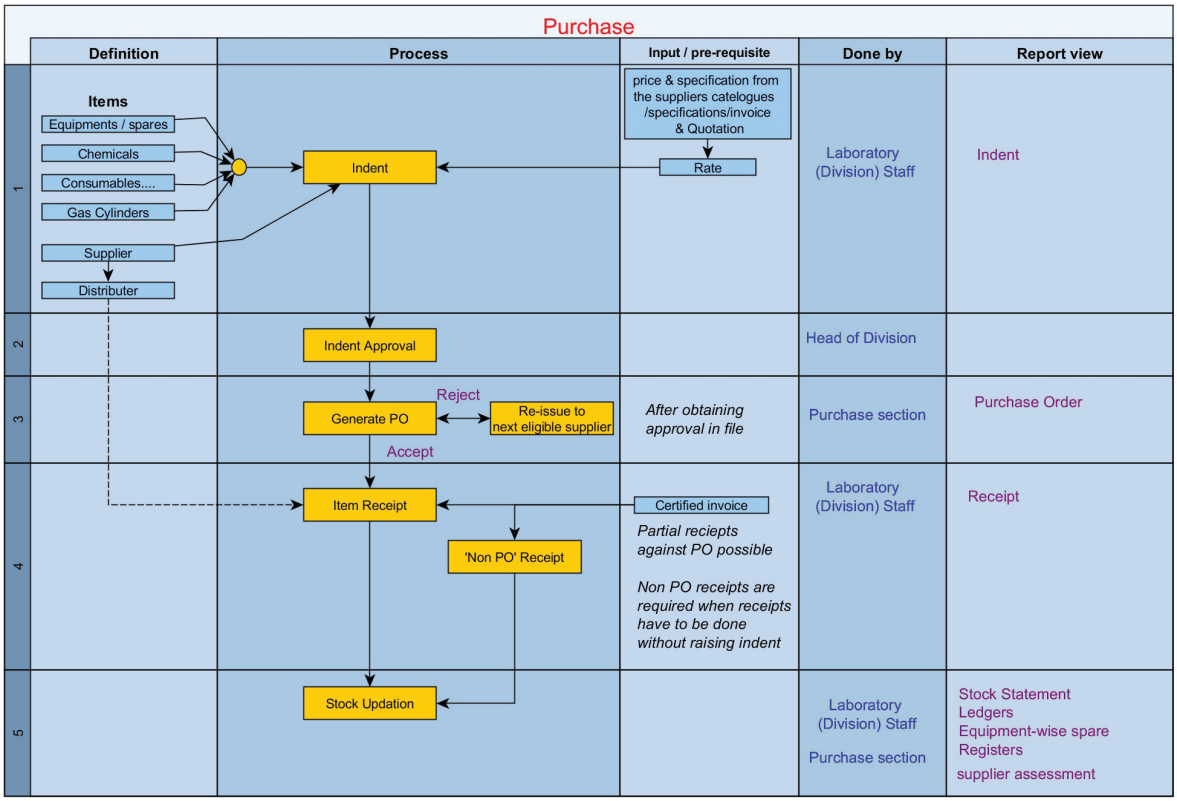
Module description - Quality Management system		
SL	**Name of module**	**Description**
1	**Sample Receipt & Analytical Activities** **(a) at "Sample Receipt Desk"(SRD)** **(b) at"Laboratory level"**	General :- Sample Receipt, Processing done at SRD level and Analysis is done at Laboratory level. Sample Storage & Disposal of samples at both the levels, Work sheet &Test Result from Lab , Test Report generation ,Approval and delivery. Documented Procedures and Records -its generation & control in connection with the above work. (a)The purpose of this module is to render testing service to the customers. Samples received in the laboratory are carefully handled, processed and the Test Reports are generated, get it approved and delivered to the customers as per the Standard Operating Procedures (SOPs). While accepting the sample for analysis, the customer will be informed of the time and date of delivery of results of analysis and the analytical charges required. If the laboratory cannot accept a sample for analysis due to technical reasons the same is notified at the time of - receipt of sample to the laboratory. On accepting the sample, records are created which fully define the analytical parameters , the same is subjected to review during the process of analysis and on completion of analysis before delivery of results. There are two kind of samples Routine customer samples and Pre Inspection/Consignment samples. Unique system generated Codes are created for keeping the confidentiality of the samples at all levels and the de-coding is done at the time of delivery of the Test Report . (b) The samples are analyzed as per the relevant methods of analysis. All the activities under the methods of analysis (MOA) are recorded, authenticated and have reference to national / international methods like AGMARK, ASTA, AOAC, BAM, PAM etc. All the activities done in the laboratory with respect to each sample is recorded
2	**Purchase Activities**	Module for purchase is for purchase of products (including services) such that it meet the exact requirement for the activities of the laboratory, after verifying suppliers ability to meet the requirements / specifications. Supplied items are verified against the specified requirement before accepting the product, and all the records of purchases are maintained. Evaluation procedure for the service and suppliers /AMC feed back and communication & AMC Renewal . Purchases are based upon either inviting tenders /quotations, annual rate contracts, or single purchases. In all cases, purchase documentation is specific and fully defines the requirement

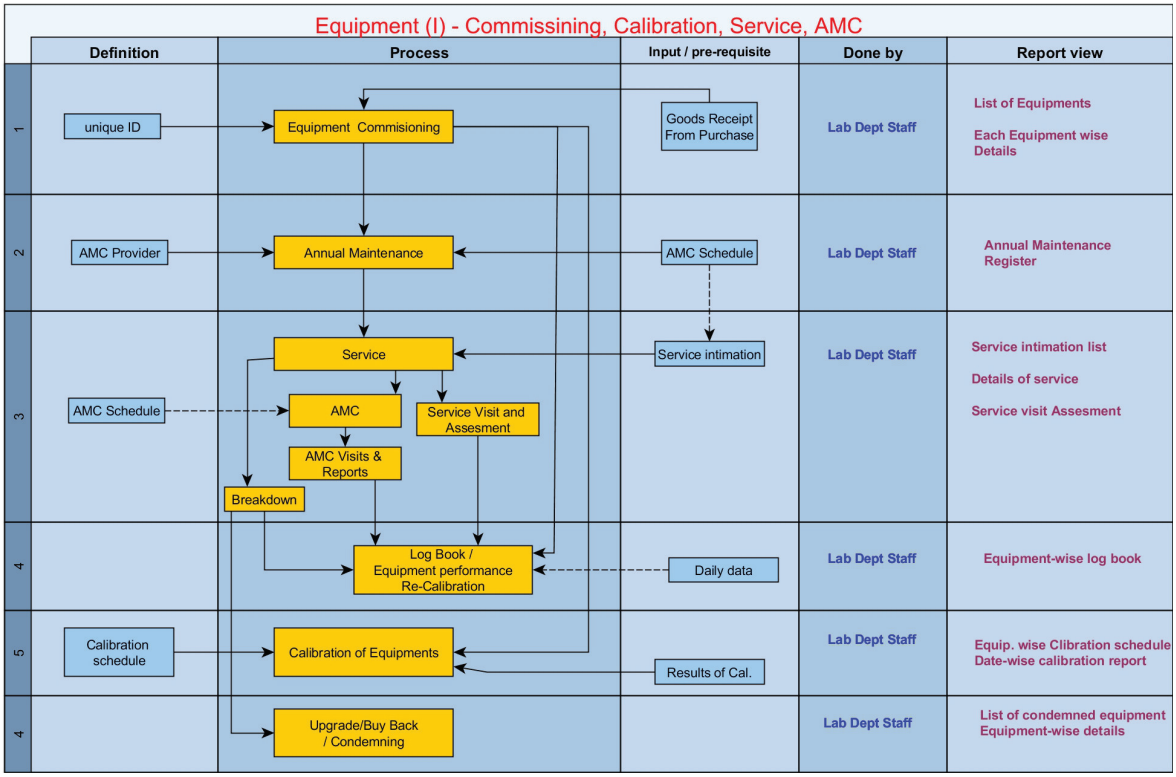
3	**Equipment**	Equipment module facilitate documentation for receipt, commissioning and maintenance of equipment either as break down & annual maintenance/ five year comprehensive warranty Unserviceable equipments are identified as condemned and disposed on approval. Records maintained. Records of calibration either external or internal are also generated
4	**Document**	Document module is proposed to record the indent, purchase, movement and disposal of documents that are obsolete. Documents here includes Analytical manuals, Specification, supplier catalogues and other technical documents
5	**Quality system documentation**	The purpose of this module is to ensure that Quality system documents are authorized, issued as necessary to personnel, and are available for use. When changes to the system are made ,these changes are communicated to the relevant personnel. Obsolete system documents are removed from use. In order to access the system,different levels of user rights are assigned to the officials as per the Organization chart/job responsibilities in the Quality Manual/ relevant documents.
6	**Internal audit**	This is to document internal audit schedule, audit reports ,follow up on subsequent non conformities & corrective actions Auditing is conducted at periodic intervals as per the schedule fixed. Auditors to be defined
7	**Personnel training**	This module facilitates documentation of the training needs,training schedule and subsequent training details of the individual- permanent staff /trainee . Also document training imparted to Analysts /Trainees at Lab/SRD and to sampling agents with respect to sampling and handling of sample during all the activities connected to the above work.
8	**Customer complaints/feedback**	As an Objective measure of Continual Improvements on the performance of the laboratory,it receives and analyze the customer complaints/feedback and for that, provision to be provided to the customers to submit complaints /feed back , and the same shall be reviewed by lab. Appropriate Corrective action will be taken by the Lab and the same will be intimated to the concerned.

Note:

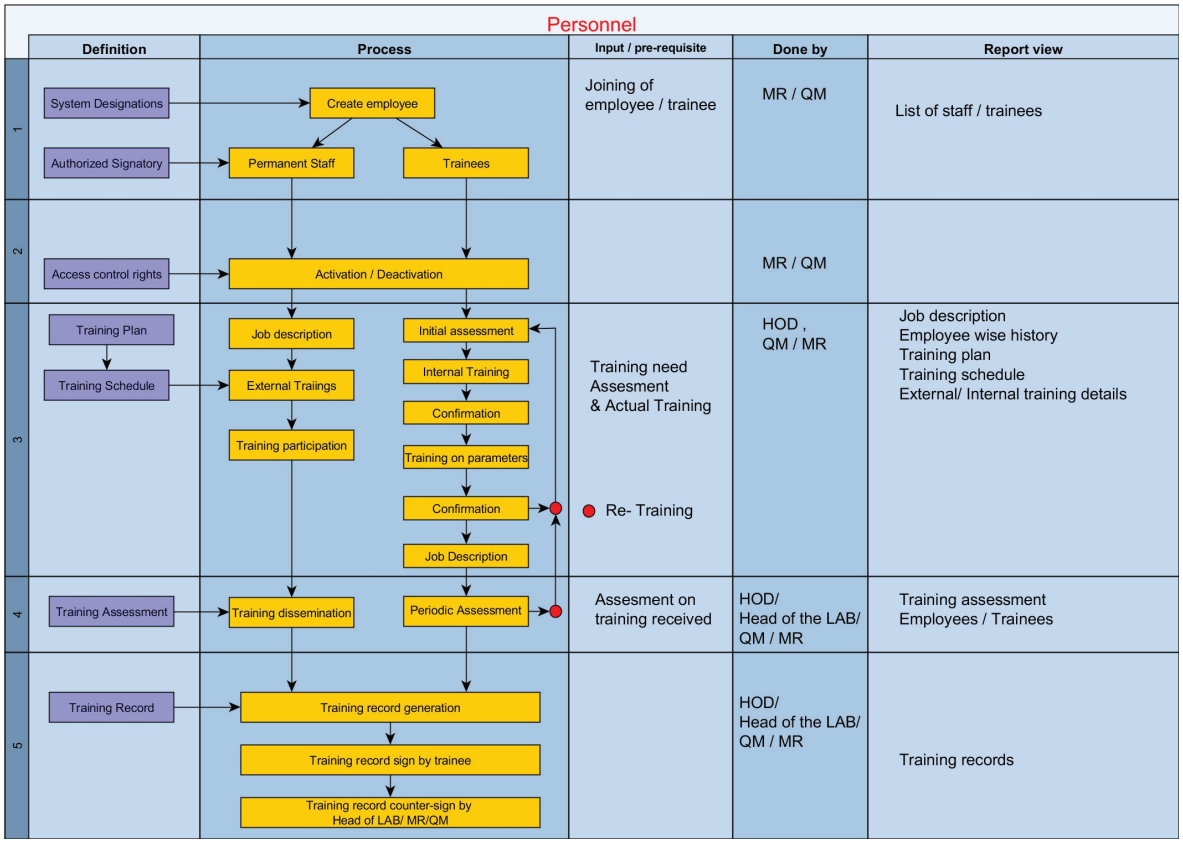
- *Even though the User/Employee is shifted to another location, the old activity details should be accessible from the application. Eg: Samples tested by the employee in QEL, Trainings attended while working in other QEL.*
- *QEL Admin should be able to defining the required parameters required for each module and users & permission.*
- *For Quality Management system, flow for the existing modules are only represented. Description / Flow for additional modules involved and the anticipated future requirements will be explained during the pre bid meeting.*

Purchase Activity and Equipment Management Flow Chart





Personnel and Trainining - Flow Diagram



Sample movement in SRD & Lab and Analytical Report delivery to customer .

Step	Definitions	Process	Input/pre requisites	Done by	Report view
1.	Customer Country Country Port Parameter Spice definition Spice Group Sample type Sample Fee payment mode Location Sampling agency	Sample type -Routine customer & Pre inspection/Consignment inspection samples	Covering letter/duly filled in sample information sheet	SRD	Tax invoice /Customer sample receipt
2.		Sample is accepted for analysis as per customer requirements detailed in covering letter or SIS		SRD	Lab information sheet
3.		Sample is packed in identical covers and identified with unique Sample Code Number.		SSD	Sample id to be generated
4.	Test methods ref	Spices analysis for test methods not being done by the lab are accepted as customer supplied method (if lab has the facilities), only if it is a standard method	MOA/Customer Supplied method	SRD/LAB	Customer supplied method upload and view for concerned lab
5.	Store Shelf Withdrawal	Sample is transferred to Sample Storage Desk(SSD) for storage for a minimum period of 1 month. Sample is stored in designated rack and shelf		SSD	List of samples due for disposal
6.		Sample stores are fumigated once in every month and records maintained.		SSD/LAB-SSD	Fumigation report
7.		On receipt of intimation of sample receipt at Lab , HOD allocates work to the analysts after assessing work doing by analysts. When there is request for Microbiology parameters sub sampling is first done by that lab to avoid sample contamination	Employee definition Employee training	LAB	Training record Sample handling register Register for sub sampling . Work doing by analyst report Work pending by analyst report
8.	MOA define Predefined units of results Predefined lab remarks	Analysis is done in respective lab as per MOA/Customer supplied method		LAB	MOA (Method of analysis)
9.	Worksheets format	Worksheet along with additional data is submitted for Analytical report preparation.		LAB	Worksheet with support documents like chromatogram
10.		HOD technically assess the results for acceptability and approves the Lab analytical results and submits the same to SRD		LAB	Laboratory analytical result Provision for statistical analysis of Data
11.	Authorizers	SRD generates analytical report **incorporating remarks if any as per customer requirement** and submits		SRD/LAB	

Sample movement in SRD & Lab and Analytical Report delivery to customer .

Step	Definitions	Process	Input/pre requisites	Done by	Report view
		for signature to the Authorised signatory for final approval			
12.		Analytical report is generated including all the requirements of ISO /IEC 17025.AR is approved by the lab only for its technical contents other non technical details are verified by the official from Marketing		SRD	Analytical report

Control of external documents

Step	Definitions	Process	Input/pre requisites	Done by	Report view
1.	Document definition Supplier definition	**Documents Indent** ↓	Proforma Invoice	Indenter	Indent form
		Documents purchase order ↓	Indent of required item	Purchase Desk	
2.		**Documents Receipt & Control** ↓	Invoice	CED	Receipt /stock entry details
3.	Document details – Document that needs updation	**Documents are categorized as** ↓	1. Analytical Manuals (AM) 2. Instrument Manuals (IM) 3. Specifications for Spices and Spice Products (SP) (National and International) 4. Supplier Manuals 5. Environmental Management System (EM).	Assign unique no. to document AM 1,AM 2….	CED	List of Documents List of Documents **that need updation**
4.	Shelf Racks	**Document movement register** ↓	1. Stored in Shelf & racks 2. Period of issue for two days 3. Monitoring on issue of Document last working day of every month	Assign document location	CED	Document movement register. Annual physical verification report

FLOW CHART - Control on RECORDS/SOPs/MOAs/MOCs ***[RSMM]**
(Quality Documentation system in general)

Steps	**Definitions**	**Process**	**Input/pre requisites**	**Done by**	**Report view**
1	To generate draft issue of RECORDS/SOPs/ MOAs/MOCs **[RSMM]i**n the proposed software system	**RSMM Draft preparation** ↓	1) List defines provision to enter -Form number,Name, Filing system,SOP ref no.,Custodian, Location,Mini mum retention time &issue no &date 2) Individual draft on SOPs/MOAs/ MOCs	Custodian of the RSMM	1)List of Quality Records/ SOPs/MOAs/ MOCs 2)Blank format of Individual RSMM 3)Distribution List of RSMM
2	To generate review/approval status of RECORDS/SOPs/ MOAs/MOCs **[RSMM]i**n the proposed software system	**RSMM Draft review/approval** ↓	Approval for above	MR/QM/TM of the concerned RSMM	DO
3	To generate Final Authorized status of RECORDS/SOPs/ MOAs/MOCs **[RSMM]i**n the proposed software system	**RSMM Final Authorized status** ↓	Authorization and Final Issue	MR/QM/TM of the concerned RSMM	DO
4	To generate review/Obsolete/ Amendmend or Re-issued with Authorized status of RECORDS/SOPs/ MOAs/MOCs **[RSMM]i**n the proposed software system	**RSMM Draft review/Obsolete/ Amendmend or Re-issued with Authorized status** ↓	Revision/Ame ndment or Reissue to next level or number	Custodian of the RSMM and final by the MR/QM/TM of the concerned RSMM	DO

- * SOP -Standard Operating Procedure
- * MOA-Methods of Analysis
- * MOC-Methods of Calibration
- * Records- Documented Quality Records generating fron the systems under operation.

FLOW CHART - **Customer Complaints/feed back**

Steps	**Definitions**	**Process**	**Input/pre requisites**	**Done by**	**Report view**
1	To generate draft issue of procedure flow chart for **Customer Complaints/feed back (CCFB) i**n the proposed software system	**CCFB Draft SOP preparation** ↓	1) MODULE for Receipt entry of CCFB	All responsible officials associated with the QMS/EMS/ NABL System in the QEL	1)Complaint Record 2)Feed back analysis form 3)Analysis of the above
2	To generate review/approval status of **Customer Complaints/feed back (CCFB) i**n the proposed software system	**CCFB Draft review/approval** ↓	Approval for above	MR/QM/TM	DO
3	To generate Final Authorized status of **Customer Complaints/feed back (CCFB)i**n the proposed software system	**CCFB Final Authorized status** ↓	Authorization and Final Issue	MR/QM/TM	DO
4	To generate review/Obsolete/ Amendmend or Re-issued with Authorized status of RECORDS & SOPs of **Customer Complaints/feed back (CCFB)i**n the proposed software system	**CCFB Draft review/Obsolete/ Amendmend or Re-issued with Authorized status** ↓	Revision/ Amendment or Reissue to next level or number	MR/QM/TM	DO

- * SOP -Standard Operating Procedure
- * Records- Documented Quality Records generating fron the systems under operation.

FLOW CHART - **Internal Audit (IA) Procedure**

Steps	**Definitions**	**Process**	**Input/pre requisites**	**Done by**	**Report view**
1	To generate draft issue of procedure flow chart for IA **i**n the proposed software system	**IA Draft SOP preparation** ↓	1) MODULE for SOP Preparation /IA Plan &Schedule preparation/IA Check List/IA findings & NC report format	MR/QM of QMS/EMS/ NABL System in the QEL	1) Internal Audit Plan & Schedule 2)IA Checklist 3)IA Report 4)NC Report Format
2	To generate review/approval status of **IA i**n the proposed software system	**IA Draft review/approval** ↓	Approval for above	MR/QM/TM	DO
3	To generate Final Authorized status of IA **i**n the proposed software system	**IA Final Authorized status** ↓	Authorization and Final Issue	MR/QM/TM	DO
4	To generate review/Obsolete/ Amendmend or Re-issued with Authorized status of RECORDS & SOPs of IA **i**n the proposed software system	**IA Draft review/Obsolete/ Amendmend or Re-issued with Authorized status** ↓	Revision/ Amendment or Reissue to next level or number	MR/QM/TM	DO

- * SOP -Standard Operating Procedure
- * Records- Documented Quality Records generating fron the systems under operation.