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CIN : U22213DL2006GOI144763

Date: 26.10.2023

Expression of Interest (EOI) No.: 34/2023

Subject: INVITATION FOR SUBMISSION OF DOMESTIC EXPRESSION OF INTEREST FOR EMPANELMENT OF POTENTIAL TECHNOLOGY PARTNER /PROFESSIONAL TECHNOLOGY SOLUTION PROVIDERS FOR CONSORTIUM FOR AN AUTOMATED TRACK AND TRACE MECHANISM FOR MANUFACTURING, TRANSPORT, DISTRIBUTION & CONSUMPTION OF VARIOUS PRODUCTS INCLUDING LIQUOR.

With reference to above ISP Expression of Interest (EOI) 34/2023 for an automated Track and Trace Mechanism, Pre-bid conference was held on 10.10.2023 and Pre-bid queries received from various participants and ISP reply to those queries are enclosed in Annexure -A.

**The Other terms and conditions of the Expression of Interest document will remain unchanged.

** For further details, please visit ISP Website www.spmcil.com / ispnashik.spmcil.com.

भवदीय,

26.10.23

(अशोक शर्मा)

संयुक्त महाप्रबंधक (सामग्री)

कृते मुख्यमहाप्रबंधक

| Sr. No. | Section / Clause | Particular | Participant Name | Participant Query | ISP Reply |
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| 1 | Clause 4 (ii) c | Detectors and equipments to authenticate the track & trace supply chain | Acumen Packaging | What we mean by digital signature here (Track and Trace mainly relies on unique QR code, it is tracking mechanism but not an authentication mechanism)? | Digital signature is a digital code generated using a mathematical sequence / scheme for verifying the authenticity of the security element that can be deciphered by detectors / or by other equipments. It should be both a tracking mechanism & authentication mechanism. The requirement will be state specific as per their tender document. |
| 2 | Clause 4 (iii) | Necessity of Track & Trace System | Acumen Packaging | Though as specified earlier, track and trace does provide some degree of authentication due to its inherent nature of unique QR code, it is not anti-counterfeiting or anti-tampering mechanism - do we need to provide solution for these requirement as well.? | Yes. The T&T system should have anti tampering mechanism against online & offline tampering attempts. |
| 3 | Clause 4 (iv) Stage 7 | Customer Authentication: | Acumen Packaging | | |
| 4 | Clause 4 (viii) | Approvals and Support of the department | Acumen Packaging /Advance Iris Seprinto Pvt. Ltd. | What approval is envisaged to be obtained? SPMCIL being the primary bidder shall get the approvals or empaneled partner has to take those approvals? | The LI bidders need to take all necessary statutory approvals required for installation of Hardware & software at the State excise/ distillery premises from government statutory bodies. |
| 5 | Clause 6 | Relevant Respondent Experience (20 Marks) & Financial and Professional Strength (20 Marks) | Acumen Packaging | Are startups allowed for exemption as per the central government policy? as this EOI will finally leads to limited tender | The bidder should comply with the marks based evaluation parameters of the EOI. The EOI will lead to empanelment of firm & further a limited tender will be issued to empanelled firms. |
| 6 | Clause 6, Sub Clause 3.2 | The Bidder firm must have Technology for secure Coding | Acumen Packaging | What is secure coding - kindly explain in detail? | Secure coding is the ability to mark excise adhesive label with a unique ID combining digital security (including encryption) & material based authentication elements (including visible & invisible elements). The secure coding should be non cloneable & should give each label an unique identity & if any forgery attempts are made then the system should notify the same . |
| 7 | Clause 6, Sub Clause 3.3 | Hardware for Product authentication, Track and Trace. | Acumen Packaging | Hardware for Product Authentication is different than hardware for Track and Trace - we are looking for both here - kindly confirm? | The requirement will be state specific as per their tender document. |

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| 8 | Clause 6 Important Note | Short Listing of the bidders | Acumen Packaging | An Indian representative with a technology collaboration with Foreign entity will be allowed? Also, can SPMCIL allow the eligibility of foreign entity as technology partner as that would get us to use the superior technology of their, which is proven world over rather than just nationally. All documentation and agreement can be furnished to satisfaction of SPMCIL. | This is an NCB EOI & The bidder has been defined Under "Important Note" Point No.01 of the EOI. |
| 9 | Clause 8 | Consortium formation & tentative timelines for the bidder firm(s) to respond to SPMCIL query against any State Government opportunity | Acumen Packaging | 5 working days to evaluate the hardware requirement and its installation potential at multi-site in a vast state is quite unlikely scenario and hence suggest to provide a minimum of 4 weeks for evaluation - failure to do so may result in bloated quote to cover misc. and risk of cost overrun in future | The evaluation time will depend on the specific state tender & accordingly the timelines will be mentioned in the limited tender. Corrigendum will be issued shortly. |
| 10 | General Query | | Acumen Packaging | How is the rejection in the excise label so issued are being taken care as of now? Is the technology partner responsible for account for rejection or only for validated labels? | 1. Currently the rejection data is available with the state excise department. 2. The account for rejection will be according to the state demand and will be published in the limited tender. |
| 11 | General Query | | Acumen Packaging | Are the empaneled partner prohibited to bid separately to the state tender - empanelment is exclusive or non-exclusive? | Yes. Empanelled firms can bid only with SPMCIL. Separate bidding will not be permitted. Corrigendum will be issued shortly. |
| 12 | Title:-EOI Title | Empanelment of Domestic Potential technology partner /professional technology solution provider for consortium for an automated Track and Trace mechanism for manufacturing, transport, distribution & consumption of various products including liquor | Manipal Technologies | As per our understanding the Potential technology partner /professional technology solution provider for consortium should be a domestic company based out in India and it comes under National Competitive Bidding. Kindly confirm Yes or No. | Yes, The consortium is under NCB. |
| 13 | Title:-EOI Title | | Manipal Technologies | We request the department to kindly confirm whether this Track and Trace EOI is applicable to the products other than Spirits, Wine, Liquors, Beer and Tobacco? As in section 2, the details provided are related to Spirits, Wine, Liquors, Beer and Tobacco only. Kindly confirm Yes or No. | Yes, the consortium is applicable for other similar products such as pharma, carbonated drinks, fertilizers, seeds & any other product decided by the state govt. Corrigendum will be issued shortly. |
| 14 | 2. Objective and Scope of EOI | After evaluation of Eoi, empanelment will be done with the eligible firms | Manipal Technologies | We request the department to kindly confirm the minimum and maximum number of firms that will be empaneled for this Eoi | There is no restrictions in the no. of empanelled firms |

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| 15 | 2. Objective and Scope of EOI | Price Quotation for each state | Manipal Technologies | <p>As per our understanding, the successful firms will be empaneled with SPMCIL and whenever any state floats the tender for EALs, Tax Stamps & other similar products or SPMCIL gets a State Excise contract for EALs, Tax Stamps & other similar products by nomination, SPMCIL will ask price quotations separately from the Empaneled firms for each state every time. Also, the firm quoting lowest prices (L1) for the respective scope of work shall be eligible to form a consortium with SPMCIL for the cited state tender enquiry.</p> <p>Kindly confirm Yes or No.</p> | Yes. As per EOI. |
| 16 | 2. Objective and Scope of EOI | Price Quotation for each state | Manipal Technologies | <p>We request the department to kindly confirm whether the participation of the L1 empaneled firm to be held only for Government-related opportunities or private also?</p> <p>Kindly confirm Yes or No?</p> | The empanelment is only for government related opportunities. |
| 17 | Clause 4 (i) | Supply Chain Management: | Manipal Technologies | <p>We request the department to kindly confirm whether supply chain management starts from raw material manufacturing (for eg: sugar factories).</p> <p>Kindly confirm. Yes/no?</p> <p>If yes, kindly clarify if track and trace should cover material management and movement of raw materials like Molasses, ENA, yield, chemical composition, etc.</p> | This will be as per the requirement of state excise department. |
| 18 | Clause 4 (ii) b Clause 4 (iv) | Technology for secure Coding (Data matrix) Stage 1: Printing of EALs: The EALs are printed with alpha numeric numbering & 2D barcode, state wise, variety of liquor and distillery wise. The data of the EALs printed should be captured and digitally stored. | Manipal Technologies | <p>Does the digital secure technology or secure coding mentioned in the clause cover only Data Matrix or does it cover other 2D barcodes like QR codes?</p> | The secure coding will cover all types of QR codes. |

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| 19 | Clause 4 (ii) b | Technology for secure Coding (Data matrix) | Manipal Technologies | As per our understanding, the secure code (Data matrix) would be placed on the right end side of the label to ensure the scanning of the code by industrial scanner on the production line. Kindly confirm. Yes/no? If no, kindly explain in detail the position of the secure code on the EAL. | The position of the secure code & other design elements will be decided as per the state excise requirements. |
| 20 | Clause 4 (ii) b | Technology for secure Coding (Data matrix) Digital security is another building block which gives each EAL a unique identity. On top of that, digital security technology shall protect from cloning of identity of EAL. | Manipal Technologies | As per our understanding, digital security from cloning of identity of EAL is either any digital signature which is non cloneable or it is a unique identifier. Kindly confirm. Yes/No? If no, kindly clarify. | This will be as per the requirement of state excise department. |
| 21 | Clause 4 (ii) c | Detectors and equipments to authenticate the track & trace supply chain Portable devices are used to detect and authenticate material and digital signature without any ambiguity and within seconds, in addition to track and trace of supply chain. | Manipal Technologies | We humbly request SPMCIL to a) kindly elaborate what is meant by the term "authenticate material". b) kindly clarify whether the scope of providing detectors and equipments to authenticate and track & trace the supply chain comes under the bidder or not. If yes, kindly list out in detail which all detectors and equipments are to be provided by the bidder. | a) Authentication is the process of verifying the genuinity of the EAL / product with the stakeholders & end user. b) The equipments required for authentication with T&T system comes under the scope of work of the bidder. |
| 22 | Clause 4 (ii) d | Software and Mobile App/Web portal for Track and Trace Real-time data collection and reporting to central database of SKU, date, time, manufacturing line & site. | Manipal Technologies | As per our understanding keeping real-time data might add to huge cost implications (additional scanners, server costs, internet costs, operational costs etc.) for SPMCIL. We request the SPMCIL to kindly clarify whether Track and Trace is expected to keep real-time data. Yes/No? | Yes. As per Clause 4 (ii) d of the EOI. |
| 23 | Clause 4 (ii) d | The main objective of Track & Trace System is to utilize information Technology as means to get in touch with the general public and enable stakeholders (internal & external); to develop a user friendly & interactive web portal. | Manipal Technologies | We request SPMCIL to a) explain in detail who all are the internal & external stakeholders of the track & trace system, mentioned in this clause. b) convey the number of each internal & external stakeholders in the track & trace system. | This will be as per the requirement of state excise department. |

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| 24 | Clause 4 (iv) | <p>Stage 1: Printing of EALs: The EALs are printed with alpha numeric numbering & 2D barcode, state wise, variety of liquor and distillery wise. The data of the EALs printed should be captured and digitally stored.</p> | Manipal Technologies | <p>We request the department to kindly detail the format of the contents of 2D barcode.</p> | <p>2D barcode will be kind of URL against which information of each stages being captured. And at any point of time, upon scanning, the 2D barcode will give the tracking/tracing status.</p> |
| 25 | Clause 4 (iv) | <p>Stage 2: Supply of EALs to State governments Excise department: Once the EALs are printed and despatched to the Excise department, the data of the EALs should be transmitted to the Excise Department. The data should be compatible for uploading on to the Excise Department Server.</p> | Manipal Technologies | <p>As per our understanding, distilleries will raise the Purchase Indent for EALs and the responsible entity handling EAL distribution within the state will collate all the indents from all distilleries and raise one single Indent with the printing entity. The printing of variable data on the EALs will be done at a centralized location. The variable data generated for this printing will not be dependent on the indents. Once this printing is done, the EALs will be transported to respective distillery based on the Indent they raised. Kindly confirm. Yes/No? if no, kindly clarify and elaborate the process.</p> | <p>This will be as per the requirement of state excise department. The SOP laid down by the state excise department will be followed.</p> |
| 26 | Clause 4 (iv) | <p>Stage 3: Distribution of EALs to Distilleries: Once the EALs reach the Excise Department Warehouse, the EALs are distributed to the various parts of the state based on the variety of liquor, distillery, and the type of packing etc., as per the requirement of Excise Department. The EALs distributed to each distillery should be recorded</p> | Manipal Technologies | <p>As per our understanding, EAL inventory in the distillery will be under the supervision of the respective resident Excise officer at distillery. Kindly confirm. Yes/no? If no, kindly clarify.</p> | <p>This will be as per the Standard Operating Procedure of state excise department.</p> |
| 27 | Clause 4 (iv) | <p>Stage 4: Manufacturing of Liquor bottles / Bottling: At the production line, the application of the EALs on the liquor bottles needs to be tracked. The number of bottles produced and the EALs used should be monitored.</p> | Manipal Technologies | <p>We request the department to kindly clarify, What happens to the wasted EALs during transit or in the inventory of excise/distillery. Please detail the process related to the wastage of EALs</p> | <p>This will be as per the Standard Operating Procedure of state excise department.</p> |

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| 28 | Clause 4 (iv) | <p>Stage 5: Transfer of labelled bottles to warehouse: After the labelling, the bottles are packed into cases and the parent-child relationship between cases and bottles is recorded. Boxes are then moved to the manufacturer warehouse.</p> | Manipal Technologies | <p>As per our experience, for Parent-Child mapping of the EAL needs to be applied on top of the SKU in such a manner that the 2D Barcode is on top for the industrial camera to scan/read. However, this may not be possible in case of some specially sized/shaped SKUs, where the EAL gets bent or is applied in a U-shape instead of an L-shape. In such cases, the industrial camera cannot scan/read these specially sized/shaped SKUs.</p> <p>Hence, we request SPMCIL to:</p> <p>a) discuss with the respective State Excise Department and mandate that the EAL is applied in such a way that it can be captured by the industrial camera. Yes/No?</p> <p>b) kindly allow the empaneled bidder also to be a part of the discussions for including their suggestions during the artwork preparation for EALs. Yes/No?</p> | <p>a) This will be as per the requirement of state excise department.</p> <p>b) Yes. The empaneled bidder will be a part of discussions during artwork preparation for EALs.</p> |
| 29 | 4. iv. | <p>Stage 5: Transfer of labelled bottles to warehouse: After the labelling, the bottles are packed into cases and the parent-child relationship between cases and bottles is recorded. Boxes are then moved to the manufacturer warehouse.</p> <p>Stage 6: Distribution to Retail warehouses: As per the indent received from retailers through Excise Department, the liquor consignment is moved to the Retailers warehouse. This movement needs to be traced and monitored.</p> | Manipal Technologies | <p>As per our understanding, the Case/Carton Labels must be pre-printed at bidder's factory and not to be printed in the premises of the distillery.</p> <p>Kindly confirm, yes/no? If no, Kindly clarify.</p> | This will be as per the requirement of state excise department. |
| 30 | Clause 4 (iv) | <p>Stage 5: Transfer of labelled bottles to warehouse: After the labelling, the bottles are packed into cases and the parent-child relationship between cases and bottles is recorded. Boxes are then moved to the manufacturer warehouse.</p> <p>Stage 6: Distribution to Retail warehouses: As per the indent received from retailers through Excise Department, the liquor consignment is moved to the Retailers warehouse. This movement needs to be traced and monitored.</p> | Manipal Technologies | <p>As per our understanding, managing the retail request comes under the scope of the track and trace system.</p> <p>Kindly confirm. Yes/No? If no, kindly confirm whether it is done in separate third party application and the confirmed orders are pushed to track and trace application to handle the tracking process.</p> | This will be as per the requirement of state excise department. |

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| 31 | Clause 4 (iv) | Stage 8: Inspection & verification: Dedicated authentication devices will be provided to Excise department allowing verification and authentication by Excise department inspectors. | Manipal Technologies | <p>We humbly request the department to kindly clarify whether the scope of dedicated authentication devices comes under the bidder.</p> <p>Kindly confirm. Yes/No? If yes, kindly clarify the scope, functionality and specifications of the required dedicated authentication devices.</p> | This will be as per the requirement of state excise department. |
| 32 | Clause 4 (iv) | Stage 9: Reporting All data stored in the central database should be visible and accessible to the Excise department via data intelligence reports. | Manipal Technologies | We request the department to kindly list out in detail all the types of reports required in data intelligence reports. | This will be as per the requirement of state excise department. |
| 33 | Clause 4 (v) b | The system should be able to integrate the requirements of various stakeholders like Printer, Excise Department, Distillery, Wholesale dealer, Retailer and consumers. | Manipal Technologies | We humbly request the department to kindly clarify the number of distilleries and also indicate number of users (concurrent & stand-alone) at various stakeholders like Printer, Excise Department, Distillery and Warehouses. | The data will be state specific & as per the requirement of state excise department. |
| 34 | Clause 4 (v) b | The system should be able to integrate the requirements of various stakeholders like Printer, Excise Department, Distillery, Wholesale dealer, Retailer and consumers. | Manipal Technologies | <p>We humbly request the department to kindly exclude the integration requirements at the consumer end as consumer should be considered an entity who gets benefitted by using the solution to authenticate the genuineness of the EAL. But the integration requirement of consumers, if taken, will be numerous and including the same will increase the implementation timeline & project costs exponentially.</p> <p>Kindly confirm that the integration requirement of consumer shouldn't be considered . Yes/No? If No, pls elaborate the requirement.</p> | This will be as per the requirement of state excise department. |

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| 35 | Clause 4 (v) b | The system should be able to integrate the requirements of various stakeholders like Printer, Excise Department, Distillery, Wholesale dealer, Retailer and consumers. | Manipal Technologies | <p>The number of retailers within a state is usually in tens of thousands. The deployment of hardware at each location will be too time-consuming as well as too much costly for SPMCIL. This will further add to project completion timelines & costs and thus affect the payment being released from the respective government to SPMCIL. Hence, as per our experience, the deployment of all required hardware at retailer should ideally be mandated by the State Excise Department well ahead of the deployment of the tender, so that by time the tender deployment starts, all the retailers buy and install the required hardware. We can provide the minimum specification of the hardware to be purchased by the retailer. We hope that this suggestion will be taken into account.</p> <p>Kindly confirm. Yes/No?</p> <p>If no, kindly clarify the number of retailers and also indicate number of users in each retailer outlets in the state</p> <p>As per our understanding data retention for 3 years will generate huge costs for the SPMCIL/State Department in terms of storage. Therefore we request SPMCIL to kindly consider alternate modes of data retention like secondary/tertiary storage.</p> <p>Kindly confirm Yes/No?</p> | <p>This will be as per the requirement of state excise department.</p> |
| 36 | Clause 4 (v) d | The retention of the data will be for 3 years and further if required data shall be transferred to SPMCIL/State Authority. | Manipal Technologies | <p>The data is sensitive in nature & data security cannot be compromised. Further the data should be available as per defined data retention period: It is upto Solution provider, how to achieve the same.</p> | <p>The data is sensitive in nature & data security cannot be compromised. Further the data should be available as per defined data retention period: It is upto Solution provider, how to achieve the same.</p> |
| 37 | Clause 4 (v) d Clause 4 (vi) | The retention of the data will be for 3 years and further if required data shall be transferred to SPMCIL/State Authority. The Hardware includes central data server and storage, desktop computer, LAN Server & smart phones as scanners and networking system required by all the stakeholders of the project (Distillers/Bottlers/Importers of Liquor/BWHs/Wholesalers). | Manipal Technologies | <p>Considering the data security, our humble suggestion is that after the deployment and Go-Live of the software, the data should be under the ownership/custody of either SPMCIL/Excise Department/ State Data Centre.</p> <p>Kindly confirm Yes/No?</p> <p>If not, kindly allow the server infrastructure which will be provided by the bidder firm, can be of shared basis for all state excise departments.</p> | <p>Yes. The data ownership will be under either SPMCIL/Excise department/State Data Centre. In case SPMCIL host the data, the infra can be shared subject to State Excise Approval.</p> |

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| 38 | Clause 4 (v) e | <p>The system should be able to handle seasonal sales surge without any glitches. The system should have proper data security with backup server at SPMCIL premises & Excise department premises.</p> | Manipal Technologies | <p>The entire system, all its hardware and the servers (to store and process data) will be based on actual implementation-level data provided during the tender or the estimate taken for costing purpose. These implementation-level data include number and types of stakeholders, locations, amount of data generated, etc. But if it is a physical server, there is a chance that the seasonal surge will be bigger than estimated. Also, if this is already factored in, the cost for maintaining higher configuration of server will be very high for SPMCIL. Hence, as per our experience, if the system is expected to handle seasonal sales surge without any glitches, then it is recommended to host in cloud to optimize the operating expenses. This is because cloud has the option of increasing/reducing the size based on demand.</p> <p>We humbly request SPMCIL to kindly clarify if the system can be hosted in cloud. Kindly confirm. Yes/No?</p> | <p>Cloud Based on on Premise solution will be as per State Excise Dept. Requirement, it will be finalized during limited tender.</p> |
| 39 | Clause 4 (v) f | The system should have proper data security with backup server at SPMCIL premises & Excise department premises. | Manipal Technologies | <p>As per our understanding, considering the security of data, the backup server ownership and cost would be borne by SPMCIL/ State excise department. The empaneled bidder can suggest the required minimum specifications for the same.</p> <p>Kindly confirm. Yes/No?</p> | <p>Only the data ownership will be under SPMCIL/State excise department. The cost of backup server would be borne by empaneled bidder.</p> |
| 40 | Clause 4 (vi) | Hardware Requirements & Technical specifications | Manipal Technologies | <p>As per our understanding; PC, Server along with preinstalled Database, Antivirus required for deployment will be procured by SPMCIL/State Excise Department. The empaneled bidder can suggest the required minimum specifications for the same.</p> <p>Kindly confirm. Yes/No?</p> | <p>The hardware requirements & its costs will be borne by the empaneled firm.</p> |

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| 41 | Clause 4 (vi) | Hardware Requirements & Technical specifications | Manipal Technologies | <p>As per our understanding; GPS tracker, handheld devices, Internet connectivity will be provided by SPMCIL/State Excise Department. The empaneled bidder can suggest the required minimum specifications for the same.</p> <p>Kindly confirm. Yes/No?</p> | The hardware requirements & its costs will be borne by the empanelled firm. |
| 42 | Clause 4 (vi) | Hardware Requirements & Technical specifications | Manipal Technologies | <p>As per our understanding; the Track & Trace software will be deployed in the servers of the respective State Data centres/Excise Department/SPMCIL and all required infrastructure to set up the datacentre will be borne by Excise Department or SPMCIL including Bandwidth, AC requirements, power etc. The empaneled bidder can suggest the required minimum specifications for the Bandwidth, AC requirements, power etc.</p> <p>Kindly confirm. Yes/No?</p> | The AC requirements, power infrastructure charges will be borne by Excise Department or SPMCIL based on the location of the server. |
| 43 | Clause 4 (vii) | Integration of Track and Trace System with all Other IT /ITES Projects of Excise department: | Manipal Technologies | <p>We humbly request the department to kindly share, in detail, the possible IT /ITES Projects of Excise department which requires integration with the trace and trace systems.</p> | Integration of the data need to be done with excise department portals such as e-abkari & any other state owned systems. |
| 44 | Clause 4 (viii) | <p>Approvals and Support of the department:</p> <p>The successful bidder should at his own cost arrange to get the necessary approvals and support from various departments for the smooth implementation of the Project.</p> | Manipal Technologies | <p>As per our understanding getting approval from the department is usually time-consuming and may hinder the smooth implementation of the project including integration with legacy systems of Excise Department, compared to the same done by a Govt. entity like SPMCIL. So, the responsibility of getting the necessary approvals and support from various departments for the smooth implementation of the Project should ideally be done by SPMCIL as this might ensure seamless implementation without unnecessary delay.</p> <p>Kindly confirm Yes/No? Also, we request SPMCIL to kindly revise the clause accordingly.</p> | <p>The L1 bidders need to take necessary statutory approvals required for Installation of hardware & software at the State excise/distillery premises.</p> |

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| 45 | Clause 5.4. | Availability The design of the system should have considerations impacting the availability factor. Distributed or load balanced implementation of application to ensure that availability of services is not compromised at any failure instance. | Manipal Technologies | As per our understanding , Distributed, Clustered, load balanced approach will increase the cost for SPM/CIL by huge margin in terms of upfront costs as well as the maintenance costs. We request SPM/CIL to kindly allow the study to be conducted in the respective state and then such hardware be suggested based on the actual requirement. Kindly confirm Yes/No? | Study on the state requirements can be done by the empanelled firm within stipulated time period. |
| 46 | Clause 1.1 | Copy of Work Order or Agreement and Client Completion Certificate. The supporting documents shall mandatorily mention the quantity and duration of the contract. | Manipal Technologies | We request SPM/CIL to consider Work order or Purchase Orders or Agreement or Performance/Experience Certificate or any other relevant document from the client related to that project as the supporting document depending upon the status of the project. Kindly confirm Yes/No? | Yes. As per Clause 1.1 of EOI. |
| 47 | Clause 1.2 | Similar kind of Track & Trace Technology offered for supply in successful operation for at least one year from the date of bid opening. | Manipal Technologies | We request SPM/CIL to kindly confirm the bid opening date mentioned in the clause is the last date of submission (21.11.2023) as mentioned on Page 1 or any other date. | Yes. 21.11.2023 is the date for bid opening. |
| 48 | Clause 1.2 | Client Completion Certificate. The supporting documents shall mandatorily mention the quantity and duration of the contract. | Manipal Technologies | We request SPM/CIL to consider Work order or Purchase Orders or Agreement or Performance/Experience Certificate or any other relevant document from the client related to that project as the supporting document depending upon the status of the project. Kindly confirm Yes/No? | Yes. As per Clause 1.2 of EOI. |
| 49 | Clause 2.1 | Profit & Loss of last three years ending 31/03/2023: | Manipal Technologies | If the financial statements of 2022-23 are still not signed by the Statutory auditor, We would request SPM/CIL to consider either of the following: Audited Balance Sheet and Profit & Loss account statement of last three years ending 31/03/2022. OR Audited Balance Sheet and Profit & Loss account statement of last two years ending 31/03/2022 + Provisional Balance Sheet and Profit & Loss account statement of last year ending 31/03/2023 | Audited Balance Sheet and Profit & Loss account statement of last two years ending 31/03/2022 + Provisional Balance Sheet and Profit & Loss account statement of last year ending 31/03/2023 signed by the Statutory auditor will be considered. |

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| 50 | Clause 3.1 | The Bidder firm must have technology for EAL Marking. | Manipal Technologies | As per our understanding technology for EAL Marking mentioned in this clause is the capability of Printing high security EALs with 2D barcode at the bidder's premise. Kindly confirm whether our understanding is correct or not? If not, kindly clarify. | The EAL marking will be done at SPMCIL premises only. |
| 51 | Clause 3.1 | The Bidder firm must have technology for EAL Marking. Bidder should provide relevant supporting documents | Manipal Technologies | As per our understanding, a self-declaration on the bidder's letterhead can be submitted as a relevant supporting document. Kindly confirm yes or No. | Yes. |
| 52 | Clause 3.2 | The Bidder firm must have Technology for secure Coding. Bidder should provide relevant supporting documents | Manipal Technologies | As per our understanding, a self-declaration on the bidder's letterhead can be submitted as a relevant supporting document. Kindly confirm yes or No. | Yes. |
| 53 | Clause 3.3 | Hardware for Product authentication, Track and Trace. Bidder should provide relevant supporting documents | Manipal Technologies | As per our understanding, a self-declaration on the bidder's letterhead can be submitted as a relevant supporting document. Kindly confirm yes or No. | Yes. |
| 54 | Clause 3.4 | Software for traceability, covering the end-to-end supply chain, from product labeling to retail. | Manipal Technologies | As per our understanding bidder can submit self-declaration on the bidder's letterhead or an experience certificate of web tracking provided to customers. Kindly Confirm Yes or No. If No Kindly clarify. | Yes. |
| 55 | Clause 3.4 | Bidder should provide Copy of pending or granted publication number of patent worldwide OR Statutory auditor certificate confirming Self developed technology. | Manipal Technologies | As per our understanding the supporting document can be self-declaration on the bidder's letterhead or a statutory auditor certificate for self developed technology/software/application related to tracability. Kindly Confirm Yes or No. | As per clause 3.4 of EOI. |
| 56 | Clause 3.5 | Service support (License renewal of software, Maintenance of hardware server & software at SPMCIL premises / Excise premises | Manipal Technologies | As per our understanding, a self-declaration on the bidder's letterhead can be submitted as a relevant supporting document. Kindly confirm yes or No. | Yes. |

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| 57 | Clause 4 | <p>Site Visit</p> <p>The bidder firm shall arrange SPMCIL officials for on-site(s) visit currently in operation in India or abroad to demonstrate proven operational Excise/Tax Stamps experience similar to the proposed solution.</p> | Manipal Technologies | <p>As discussed during the pre-bid meeting on 10.10.2023, we humbly request the SPMCIL to consider demonstration of the Excise/Tax Stamps experience similar to the proposed solution at the bidder firm's premises if the project duration have already been completed. Kindly confirm Yes/No.</p> | Will be considered & corrigendum will be issued shortly. |
| 58 | Clause 4 | <p>Site Visit</p> <p>The bidder firm shall arrange SPMCIL officials for on-site(s) visit currently in operation in India or abroad to demonstrate proven operational Excise/Tax Stamps experience similar to the proposed solution.</p> <p>The visit shall cover the following requirements:</p> <ul style="list-style-type: none"> * Excise/Tax Stamps/similar product management with provision of security features * Production Control * Field enforcement/inspection tools * Central database, monitoring and reporting and command and control center * Service support and maintenance * Capability to connect data to existing system | Manipal Technologies | <p>a) As per our understanding the 25 marks associated with site visit will consider the bidder firm's capability for production of Excise/Tax Stamps (like machinery & factory set up etc.), Excise/Tax Stamps Production capability and methadologies, Field enforcement/ inspections tools like mobile application, monitoring system etc. Kindly confirm Yes/No.</p> <p>b) Also, mention if there are any more factors that are considered for marking ?</p> <p>c) Please explain in detail all the factors that are considered for marking and the distribution marks for each of them.</p> | Yes. As per EOI. |

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| 59 | General Query | General Query | Manipal Technologies | <p>As the Eoi is technology oriented and involves software as a major component, it is necessary that the bidder firm should have a credible certification related to the same like CMMI certification. Achieving CMMI Level 3 or level 5 maturity implies that the organization has established and documented standardized processes and practices for managing IT/ITES projects and is committed to their continuous improvement.</p> <p>To ensure the same, we would request SPMCIL to mandate that the bidder firms have CMMI certification and include the requirement in the evaluation parameters with relevant marks (5 marks for CMMI level 3 & 10 marks for CMMI level 5) by subsequently revising the evaluation parameters.</p> | <p>Will be considered & corrigendum will be issued shortly.</p> |
| 60 | General Query | <p>Applicability to 'Make in India</p> <p>ii) the Bidder submits appropriate documentary proof for technology collaboration agreement/ transfer of technology agreement for indigenous manufacture of a product developed abroad with clear phased increase in local content.</p> | Manipal Technologies | <p>The scope of such Track and Trace tenders is usually very vast with involvement of a lot of third-party hardware which might not have been made in India due to technology/capability/capacity constraints. Even for suppliers which have made the hardware fully in India, the costs will increase exponentially due to the "Make In India" constraining the parts to have local content.</p> <p>Since the core products being offered in such tenders are EAL and Software, we humbly request SPMCIL to kindly consider "Make in India" clause only for these two products (EAL and Software) combined.</p> | <p>EALs will be printed at SPMCIL premises. As per Important note clause no. 2 of EOI.</p> |

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| 61 | General Query | Tenure of empanelment for the firm(s): The empanelment for the firm(s) shall be binding initially for a period of 3 years which can be extended for further period of two years with mutual agreed terms & conditions subject to discretion of SPMCIL. | Manipal Technologies | If an empaneled firm get into a consortium with SPMCIL (primary bidder) to cater to a requirement from a State Excise Department for a period more than the tenure mentioned in this clause (for eg. 7 years), as per our understanding, SPMCIL will extend the tenure of empanelment of the empaneled firm to further a period (for eg. date of winning the State Excise contract + 7 years) which ensures that the contract with the particular State Excise Department is completed without any hassle. Kindly confirm whether our understanding is right. Yes/No? | The empanelment will be initially for a period of three years & will be extended further for two years with mutually agreed terms & conditions. However if any state contract period is more than the empanelment duration the empanelment period may be extended until the completion of contract with the particular state only. Provision will be kept for further extension based on the requirement of specific state after the approval of competent authority. |
| 62 | General Query | Consortium formation & tentative timelines for the bidder firm(s) to respond to SPMCIL query against any State Government opportunity: After the empanelment of firms as a result of this Expression of Interest, the empaneled firms will be asked to quote their prices (for above mentioned scope of work) for State Government tenders (as and when such tenders are floated by various State Governments for their EALs, Tax Stamps & other similar products) within 05 working days of (Two bid) limited express tender enquiry sent by SPMCIL (with reference to the cited State Governments tender). | Manipal Technologies | As per our experience and understanding, 5 working days won't be sufficient for studying the state's exact requirements related to hardware & software and providing the quotation. It is due to the required site visits, hardware & raw material costs fluctuation which depends on the order size, technical architecture, data requirements, etc. To ensure the same, we would request SPMCIL to allow minimum 20 working days to quote their prices for State Government tenders | Corrigendum will be issued shortly. |
| 63 | General Query | Conflict of interest | Manipal Technologies | Our understanding is that, if a firm is already empaneled/associated with any other State or Central Government PSUs for providing similar kind of solution like Track & Trace; those firms are not eligible for bidding for this EOI due to conflict of interest. Kindly confirm Yes/No? | This EOI is only for empanelment for all the probable states. After empanelment if the limited tender is issued for a particular state & the firm is already associated with that state or if the firm want to participate directly to the state government tender, then those firms will not be eligible for bidding in the limited tender. The declaration regarding No conflict of interest should be submitted at the time of limited tender. Corrigendum will be issued shortly. |

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| 64 | General Query | History of criminal conviction | Manipal Technologies | <p>Considering the secure nature of the product & solution and the impact of the same on State's revenue, it is necessary that the supplier company (including directors/ chief executives/ officers) of the product should have a no history of criminal conviction & should be reliable in all means. To ensure the same, the State Excise Department tenders have clauses as mentioned below:</p> <p><i>"The Tenderer/ the Chief Executive of the firm/ Company/ Managing Director/ Director of the Company/ the authorized person who is responsible for the execution of the contract should not have ever been,</i></p> <p><i>i) convicted of any cognizable and Non bailable Offence under any act or an offence under section 481 to 487 or 489 of the IPC 1860 at any point of time in the past, or</i></p> <p><i>ii) faced charges of conspiracy to defraud/ breach of trust/ abuse of office/ cheating at any point of time in the past for providing substandard security product to any Government institutions in India or abroad. Affidavits duly notarized on a non-judicial stamp paper of Rs.100/- for all the aforesaid purposes should be submitted."</i></p> <p>We would request SPMCIL to add this clause to ensure that credible firms are empaneled for the EAL Track & Trace project to ensure transparency and security.</p> | The clause will be added as corrigendum |
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| 65 | General query | Annual Maintenance Satisfactory performance of the equipment/ system | Manipal Technologies | <p>We humbly request SPMCIL to, a) provide clarity on whether the support & Services / AMC are part of the scope of the bidder firm. Kindly confirm. Yes/No?</p> <p>If yes, kindly confirm the exact scope and tenure of the support & Services / AMC to be provided by the bidder firm.</p> <p>b) clarify during after sales service/ support all migration related to Windows or Android OS will be in the scope of bidder firm? (Ex: During deployment Processor equipped with Windows 8 may have been deployed but after 3 years if the processor needs to be migrated to Windows 10 will this migration activity be in the scope of Participating</p> | <p>Yes. The AMC is part of scope of work. Exact scope of work will be as per state requirement. Also the bidder needs to handle all the software updation on timely basis.</p> |
| 66 | General query | Warranty | Manipal Technologies | <p>We humbly request the department to confirm whether the bidding firm should only provide warranty for the Software as part of the scope.</p> <p>Kindly confirm. Yes/No?</p> | <p>The bidding firm should provide the warranty. AMC of software & hardware need to be handled by the empaneled firm.</p> |

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| 67 | General query | Scope of work for Track and Trace software Project | Manipal Technologies | <p>We humbly request SPMCIL to kindly clarify the following:</p> <p>There are 3 types of environments for all software products - Development, UAT and Production environments. Production environment is where the actual solution is deployed. Development environment is used just for software development and unit testing activities (along with a few other tests). UAT is usually an exact replica of the Production environment, used to simulate what reaction will the current build of the software have on the Production environment once it is launched (including all associated tests).</p> <p>For Production environment, there is a need to size and project the environment as per requirement of the entire project. However, as per our experience, the Development and UAT environments might not be required to be projected and sized on similar scale since these environments do not directly play any role in the working of the software/project.</p> <p>We request SPMCIL to kindly consider this request to keep only Production environment size and projections as per the requirement as this will have direct cost implications for SPMCIL and the consortium. Kindly confirm Yes/No?</p> | <p>Your understanding is correct. Production environment will be as per actual requirement of the entire project size. Development and UAT can be of minimum viable size.</p> |
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| 68 | General query | Scope of work for Track and Trace software Project | Manipal Technologies | <p>Usually a department-owned server or data centre requires a lot of permissions even for making small changes to the software. Our understanding is that even if the state mandates the use of State's own Data Centre (SDC) or a department-owned server for protection of Government Data, for software development and other production related activities, we can use a private cloud for Development/UAT and production Environment. This will allow ease of development and testing and better software completion timelines. During deployment of the software, we can transfer the data to either SPMCIL server/Excise Department server/ SDC server.</p> <p>Kindly confirm Yes/No?</p> | Cloud Based or On Premise solution will be as per State Excise Dept. Requirement, it will be finalized during limited tender. |
| 69 | General query | Scope of work for Track and Trace software Project | Manipal Technologies | <p>We humbly request SPMCIL to kindly clarify the number of transactions of each type expected in a day/month for calculating the requirements like hardware specifications, server, database size etc.?</p> | The scope of work will be state specific as per state excise requirement |
| 70 | General Query | Payment terms and timelines | Manipal Technologies | <p>We request the SPMCIL to kindly clarify in detail regarding payment terms and timelines.</p> | The payment terms will be published in the limited tender |
| 71 | General Query | The space for Variable Data Printing and the associated costs | Manipal Technologies | <p>As per our understanding, the space for Variable Data Printing like personalisation, barcode printing, etc. and the associated costs like electricity, rent, security, backup, etc associated with such activities will be borne by SPMCIL.</p> <p>Kindly confirm, Yes/no?</p> | <p>All the printing related costs at the SPMCIL premises will be borne by SPMCIL.</p> <p>All other costs at the premises of state excise dept./distilleries will be borne by the empanelled firm.</p> |
| 72 | General Query | Payments within the ecosystem | Manipal Technologies | <p>All the payments within the ecosystem between stakeholders will be sensitive in nature. We understand that these payments will be handled either by SPMCIL or by the respective State Excise/Finance Department directly. Is our understanding correct?</p> <p>Kindly confirm, Yes/no?</p> <p>If not, Kindly elaborate in detail</p> | The payment terms will be published in the limited tender |

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| 73 | General Query | Expected processes which will require excise permissions | Manipal Technologies | There are a lot of activities which require permissions from the respective Excise Department or the corresponding Excise Officials. E.g. Dispatch of liquor from distilleries, EAL ordering, etc. We request SPMCIL to kindly clarify all such expected processes which will require excise permissions to make provisions in the Track & Trace software. | The processes will be as per the requirement of state excise dept. & will be published in the limited tender. |
| 74 | General Query | Invoices | Manipal Technologies | Our understanding is that all the invoices generated within the ecosystem between stakeholders will be handled either by SPMCIL or by the respective State Excise Department due to the sensitive nature of payments. We request SPMCIL to kindly clarify whether this is correct or not. Kindly confirm, Yes/no? If not, kindly elaborate in detail | The payment terms will be published in the limited tender |
| 75 | Page 1, Point 3 | EOI Title | Advance Iris Seprinto Pvt. Ltd. | Is this an NCB tender ? | This is an NCB EOI |
| 76 | Point 2. ii. | Empanelment of Firms | Advance Iris Seprinto Pvt. Ltd. | Will the state tenders be NCB or Global ? | As per state govt. tender document |
| 77 | Point 2. ii. | Empanelment of Firms | Advance Iris Seprinto Pvt. Ltd. | How much leverage would SPMCIL have, as an NCB and Govt. entity over the state tenders or for that matter in winning the contract | Not related to EOI. |
| 78 | Important Note 2 | Applicability to Make in India | Advance Iris Seprinto Pvt. Ltd. | How and what will be the role of SPMCIL and the consortium partner in the Track & Trace mechanism for the following: a. Manufacturing b. Transportation c. Distribution d. Consumption Is the Consortium partner expected to manufacture EALs also or just provide the end to end Track & Trace technology (Software + Hardware) ? | The manufacturing of EALs will be done by SPMCIL. The consortium partner need to provide end to end Track & Trace technology (Software + Hardware) as per state excise requirement. |
| 79 | Annexure I, III, (b) | Details of Indian agents / authorized dealers | Advance Iris Seprinto Pvt. Ltd. | In case of an agency or authorized dealer can the entity can bid in collaboration with a foreign principle manufacturer under Make in India | As per EOI Terms & conditions only. |

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| 80 | Annexure I, II, (b) | Details of Indian agents / authorized dealers | Advance Iris Seprinto Pvt. Ltd. | In case of an agency or authorized dealer can the entity can bid in collaboration with an Indian principle manufacturer, if NCB, or Global PQB under Make in India | This is an NCB EOI. As per EOI Terms & conditions only. |
| 81 | Point 4, ii (a) | Technology for EAL marking | Advance Iris Seprinto Pvt. Ltd. | Would SPMCIL machines will be compatible in case of a change in technology, material/digital secure coding etc. ? Please share the details/ specifications of current SPMCIL EALS | The details will be provided at the time of limited tender. |
| 82 | Point 4, ii (a) | Technology for EAL marking | Advance Iris Seprinto Pvt. Ltd. | Would SPMCIL machines will be compatible in case of a change in technology, or will SPMCIL be ready to accept partially finished EALS with proprietary embedded security elements ? And if so will it be based on PAC or as part of the technology proposal? | No. The EALS will be printed by SPMCIL at company premises. |
| 83 | Point no. 07 | Tenure of empanelment for the firm(s): | Advance Iris Seprinto Pvt. Ltd. | How many state tenders are expected to be issued in 3+2 years of the consortium contract? | SPMCIL cannot predict regarding state tenders. |
| 84 | Annexure I, II, (b) | Details of Indian agents / authorized dealers | Advance Iris Seprinto Pvt. Ltd. | In case of agency or an authorized dealer, will the past experience and financial strength of the principal manufacturer be considered eligible in the bid | This is an NCB EOI. As per EOI Terms & conditions only. |
| 85 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Will the consortium be a new company? | No. |
| 86 | General Query | Participation of foreign companies | Advance Iris Seprinto Pvt. Ltd. | Permitting the involvement of foreign companies, perhaps in collaboration with local entities as Principal Manufacturers, can ensure that the final solution remains in sync with the global standards and practices. | As per EOI Terms & conditions only. |
| 87 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Is there any provision for parallel contracts, whereby SPMCIL will get L1/L2/L3 as possible technology holders & SPMCIL then assess the cost benefit analysis while placing these bids to the customer (Excise & revenue dept.) Example - Technology of L1 can be proposed for low value products & vis a versa. | No. |
| 88 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Please share in details the current Track & Trace mechanism of the Govt. if any? Is their any system in place for the traceability of the products? | The Track & Trace mechanism will be state specific as per requirement. |

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| 89 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Do you want the bidder to supply the present available technology or an improvised version with latest technology ? Is the idea to increase revenue , and if so in what period (Expected growth in % per YOY)? | Technology need to be provided as per the state excise requirement. |
| 90 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Do we understand that SPMCL will compete with the present Indian Suppliers of EALs incase they are not empanelled through this EOJ or otherwise ? | Yes. |
| 91 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Is there any provision for revenue sharing model, as been propogated by various (mainly foreign) parties in the past? If so what will be the terms? | No. |
| 92 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Will the bidders or prospective bidders will be subject to security clearance? | The bidder shall submit the Non Disclosure Agreement after the empanelment |
| 93 | General Query | | Advance Iris Seprinto Pvt. Ltd. | Will the technology partners, of the bidders be subject to security clearance? | The bidder shall submit the Non Disclosure Agreement after the empanelment |