

ADDENDUM TO BIDDING DOCUMENT
FOR ONLINE PAYMENT OF MOTOR VEHICLE LICENSE (MVL)

(PROCUREMENT REFERENCE NO: NTA 14/40/16/17-18)

No	Queries from Potential Bidders	Comments/Responses
1	<p>Apart from Online Payment of MVL, there are multiple e-services for NTA e-Service Portal (as mentioned in section "5.1. NTA E-Service Portal" such as Parking Management, Student ID & Bus Passes, Licensing etc.) However, no information of these services is available in the bidding document. Is there any link of these with the scope of this project? If yes, please specify full list of such services with information.</p>	<p>Please refer to Sub Section 2. Implementation Schedule under Section V. Technical Requirements of the Bidding Document:</p> <p>The other e-services (such as Parking Management, Student ID & Bus Passes, Licensing etc.) form part of Phase II and do not fall under the scope of this project.</p>
2	<p>Please confirm that all text content for the NTA e-Service Portal will be provided by the NTA?</p>	<p>The text content for the NTA e-Service portal will be provided by the NTA.</p>
3	<p>We are considering, "E-Service for Online Payment of MVL" as a part of NTA e-Service Portal but it is described separately in the section "5.3.e-Service for Online Payment of MVL". If the "e-Service for Online Payment of MVL" is required as a separate portal, then where it will be hosted and will it have a separate database with no interaction to the e-Service Portal database?</p>	<p>Please refer to Sub Section 5. Proposed Solution & User Requirements under Section V. Technical Requirements of the Bidding Document:</p> <p>The e-service for Online Payment of MVL will be part of the NTA e-service Portal and will be hosted on the same infrastructure at the Government Online Centre (GOC) with the same database.</p>
4	<p>In the section, "5.1. NTA E-Service Portal" it is written that the portal should have feature of e-Registration, while in section "5.2. User Registration" it says that the "Login Module of the Government Citizen Portal" should be integrated for user registration. Please clarify how the registration process should work?</p>	<p>Please refer to Sub Section 5.2. User Registration under Section V. Technical Requirements of the Bidding Document:</p> <p>Any user who will be using the NTA e-service Portal will have to first register themselves via the login module of the Government Citizen Portal.</p> <p>For the e-Registration feature, the selected Bidder will have to work in close collaboration with the GOC and its suppliers to ensure a successful integration of the NTA e-</p>

No	Queries from Potential Bidders	Comments/Responses
		Service portal with the login module of the GOC Citizen Portal.
5	<p>Are the Web Services (APIs) available readymade for the NTA system to retrieve Vehicle and Fitness Details or we need to develop those?</p>	<p>Please refer to Sub Section 5.3.7. Integration with InfoHighway under Section V. Technical Requirements of the Bidding Document:</p> <p>The Vehicle and Fitness details will be retrieved from the NTA System via the InfoHighway which is the Government Platform designed for the sharing of information.</p> <p>The web services for the exchange of Vehicle and Fitness details will be developed by the InfoHighway Team. However, the selected Bidder will be responsible for the necessary web service integration with the proposed system.</p> <p>The selected Bidder will have to work in close collaboration with the InfoHighway team and other relevant stakeholders to ensure a successful integration and sharing of vehicle and fitness details between the proposed system and the NTA system and to make the proposed solution fully operational.</p>
6	<p>How many insurance companies need to get integrated with the proposed system, can we have a brief of their architecture?</p> <p>a. All they have different databases?</p> <p>b. Do they have the API's for integration?</p> <p>c. Will they share their system information with us while doing the integration?</p>	<p>Please refer to Sub Section 5.3.3. Insurance Details and 5.3.8. Web Service Layer under Section V. Technical Requirements of the Bidding Document:</p> <p>There are around 12 Insurance Companies having different databases.</p> <p>Bidders will need to propose an appropriate web service interface for the exchange of information with Insurance companies.</p> <p>The Insurance companies will be responsible for the web service integration at their end.</p>

No	Queries from Potential Bidders	Comments/Responses
		<p>Detailed information about the external systems and databases available at the Insurance companies will be provided to the selected Bidder at the time of implementation of the project.</p> <p>The selected Bidder will have to work in close collaboration with the suppliers of the external systems at the respective Insurance companies and the GOC team to ensure a successful integration and data sharing between the Insurance companies and GOC.</p>
7	<p>What is the desired frequency of Database Replication/Synchronization between GOC and NTA? It will be real time or in a day.</p>	<p>Please refer to Sub Section 5.3.9. Database Replication/Synchronisation Between GOC and NTA under Section V. Technical Requirements of the Bidding Document:</p> <p>The desired frequency of Database Replication/Synchronisation between GOC and NTA is real-time.</p>
8	<p>Is it mandatory to supply Mobile Device with “Water and Dust Resistance (At least IP 65 or better), because availability of such required devices is very limited?</p>	<p>Please refer to Sub Sections 5.3.11. Handheld/Mobile Devices for Enforcement Officers and 11.4. Mobile Devices under Section V. Technical Requirements of the Bidding Document:</p> <p>The Handheld/Mobile Devices will be used exclusively by enforcement officers who are on the move in different outdoor weather conditions.</p> <p>Hence the Mobile Devices should be Water and Dust Resistant.</p>
9	<p>As per tender documents Page 42 (ITB 18.1), The bid validity period shall be 120 days after the deadline for bid submission, as specified below in reference to ITB Clause 21. Accordingly, each bid shall be valid through the actual date of the expiration of the bid validity period (i.e., the date that happens to be 120 days after the date of bid opening).Accordingly, a bid with a Bid-Securing</p>	<p>Bid to be valid for a period of 148 days.</p>

No	Queries from Potential Bidders	Comments/Responses
	<p>Declaration or Bid Security that expires before the actual date of the expiration of the Bid-Securing Declaration or Bid Security, i.e., twenty-eight (28) days after the end of the bid validity period shall be rejected as non-responsive.</p> <p>Can you please clarify on the start date and end date for the bid security? Is it end date 150 days after the bid submission date?</p>	
10	<p>Regarding the Bid Security, is it 10% of the total contract value for Year 1 only or is it 10% of the total contract value for Year 1-5? Kindly clarify.</p>	<p>The Bid Security is 10% of the total Contract value only, excluding the Total Maintenance charges for first 5 years.</p>
11	<p>ITB 28.5 The technical/quality evaluation parameters and scoring scheme can be found attached to this BDS. Can you please provide the marking/scoring scheme? Will the bidder with the lowest evaluated and substantially responsive bid be awarded the contract?</p>	<p>Amendments to ITB 28.4 and ITB 28.5 of the Bidding Document pertaining to bid evaluation.</p> <p>The evaluation of bids will be carried out on the basis of the lowest evaluated substantially responsive bid.</p>
12	<p>I refer to Page 242, can you please confirm that the price to be brought to the Bid Submission Form is the total price quoted for 5 Years inclusive of VAT?</p>	<p>The price quoted on the Bid Submission is the Total Contract Value only, excluding the Total Maintenance charges for first 5 years.</p>
13	<p>I refer to tables 2.3 - 2.6 from Pages 243 - 252 in the Bidding Document, kindly confirm if these tables are relevant to this project.</p>	<p>The tables 2.3 – 2.6 in the Bidding Document are not relevant to this project.</p> <p>Bidders are required to fill only the Price Schedule Form under Section V. Technical Requirements of the Bidding Document.</p>
14	<p>I refer to the Pre bid meeting whereby the number of tablets mentioned was 100. In the RFP the number of tablets required is 200. Kindly confirm the quantity of tablets required for Phase</p>	<p>200 Tablets required.</p>

No	Queries from Potential Bidders	Comments/Responses
	1 of this project.	
15	I refer to Page 206 of the RFP Section 11.4 (Technical Specifications for Tablets). Can you please advise if 10" screen size tablets can be proposed?	Please refer to Sub Section 11.4. Mobile Devices under Section V. Technical Requirements of the Bidding Document: The screen size of the proposed tablet should be 7" – 8".
16	I refer to Page 206 of the RFP Section 11.4 (Technical Specifications for Tablets). With regards to the resolution (pixels), it has been mentioned that it should be at least 1280 x 800 or better. It must be noted that we have done lots of research regarding tablets on Android and we could not find a tablet that fully meets the specifications. We hereby request NTA if the resolution can be changed to at least 720 x 1280.	Please refer to Para 1. of Corrigendum.
17	On Page 160, Section 5.3.11, the following has been mentioned: The Mobile devices should support both Wireless and Cellular with SIM Card slot to ensure network connectivity for using the mobile application. Do we need to quote for the SIM card? Kindly confirm.	Bidders are NOT required to quote for the SIM Card.
18	On Page 177, Section training, kindly confirm the number of users that needs to be trained?	A maximum of 50 pax.
19	Will training be done at NTA?	Yes
20	I refer to Page 220 Section 11.8 (Table for References) and Page 230 Section 3.5.3a (Details of Contract of Similar Nature and Complexity), can you please advise if we need to fill in both tables since both tables relate to Reference Sites. Or if we need to fill only one table, kindly advise which one?	Please refer to Sub Section 11.8. Table for Reference Sites and Profiles of Technical Staff under Section V. Technical Requirements of the Bidding Document: Only The "Tables for Reference sites& Profiles of Technical Staff" under Sub Section 11.8 should be completed as per the requirements defined in section 11.1 of the Technical Specifications. The table at sub section 3.5.3a (Details of Contracts of Similar Nature and Complexity) of the

No	Queries from Potential Bidders	Comments/Responses
		Bidding Document is not relevant to this project.
21	I refer to Page 221 Section 11.8 (Technical Staff Profile) and Page 268 Section 3.5.6a (Candidate Summary), can you please advise if we need to fill in both tables since both tables relate to CVs. Or if we need to fill only one table, kindly advise which one?	<p>Please refer to Sub Section 11.8. Table for Reference Sites and Profiles of Technical Staff under Section V. Technical Requirements of the Bidding Document:</p> <p>Only The “Tables for Reference sites& Profiles of Technical Staff” under Sub Section 11.8 should be completed as per the requirements defined in section 11.1 of the Technical Specifications.</p> <p>The table at sub section 3.5.6a (Candidate Summary)of the Bidding Document is not relevant to this project.</p>
22	<p>Paragraph 5.3.2 Page 150 : For new vehicles that do not have fitness details, the user should be provided with “Not Applicable” option.</p> <p>Can you please confirm if InfoHighway will provide validation for the above option?</p>	<p>Please refer to Sub Section 5.3.7. Integration with InfoHighway under Section V. Technical Requirements of the Bidding Document:</p> <p>The Fitness details will be retrieved from the NTA System via the InfoHighway which is the Government Platform designed for the sharing of information.</p> <p>The web services for the exchange of Fitness details will be developed by the InfoHighway Team. However, the selected Bidder will be responsible for the necessary web service integration with the proposed system and validation thereof if fitness details are not available.</p> <p>The selected Bidder will have to work in close collaboration with the InfoHighway team and other relevant stakeholders to ensure a successful integration and sharing</p>

No	Queries from Potential Bidders	Comments/Responses
		of vehicle and fitness details between the proposed system and the NTA system and to make the proposed solution fully operational.
23	<p>Paragraph 5.3.10 : The mobile application should enable enforcement officers to obtain <u>real time information</u> on a particular vehicle ...</p> <p>Can you please confirm if the mobile app should always have internet connection to make any query?</p>	<p>Please refer to Sub Section 5.3.10. Mobile Application For Enforcement Officers under Section V. Technical Requirements of the Bidding Document:</p> <p>The mobile app should have internet connection to enable enforcement officers to obtain real time information on a particular.</p>
24	QR code : Can a vehicle information be changed after the QR has been generated and printed by a user?	Yes.
25	Kindly confirm if payment will be issued in Phase 1 only for Private owned vehicle only?	Private owned vehicles only.
26	Can you also clarify whether the proposed database should be Active-Active or Active-Passive. Is Enterprise Edition of Open Source RDBMS mandatory?	<p>Please refer to Sub Section 6.6. Open Source RDBMS under Section V. Technical Requirements of the Bidding Document:</p> <p>Bidders may propose and quote for third party software to ensure that High Availability is achieved automatically even in Active-Passive mode for the proposed database.</p> <p>Enterprise Edition of Open Source RDBMS is not mandatory. Bidders should propose an appropriate RDBMS that will meet the requirements at Sub Section 6.6. Open Source RDBMS under Section V. Technical Requirements of the Bidding Document.</p>

No	Queries from Potential Bidders	Comments/Responses
27	<p>6.1 / Manufacturer's authorization</p> <p>In the document, there is the mention for Manufacturer's authorization. This is required for the software as well as the hardware being used/proposed.</p> <p>As such, we wanted to get some clarifications on specific parts:</p> <ol style="list-style-type: none"> 1. Mobile Device - Since we are buying the device with local suppliers and do not have access to the manufacturer, it would be difficult to get the manufacturer's authorization. As such, is this required for the mobile devices ? Is the supplier's authorization enough ? 2. We are using open source software such as Linux, Apache, PHP, NGinx and so forth for the software. As such, there is no manufacturer as such as it is built by a community and the license allows for commercial use. In this case, is the manufacturer's authorization required ? 	<p>If the Mobile devices are being procured from Local Suppliers, Supplier's Authorization will be sufficient.</p> <p>Manufacturer's Authorization is not required for Open Source Software.</p>
28	<p>9.1 / Prototype</p> <p>Concerning the prototype that needs to be presented by shortlisted candidates, can you please specify the time that will be allocated to the candidate to prepare the prototype?</p>	<p>This will depend on the Bid evaluation process which normally starts within 2-3 weeks after opening of Bids.</p>
29	<p>13. Securities</p> <p>Concerning the Securities, in the section 12 (page 126), there is mention of an Advance Payment Security of the value of the first 20% payment. Then, in the next section (section 13), there is mention of a performance security of 10%. This makes it a total of 30% as security, and as such leaves the bidder in a scenario where the payment made by the NTA cannot be used for the development of the project (this is crucial especially since we need to purchase the Mobile Devices). Can you please elaborate on this part ?</p> <p>I personally think that to make this tender more open to all types of companies, including startups, who are quite limited financially but very advanced of a technological standpoint, then the Security must remain the 10% performance</p>	<p>Maintained as per Conditions of Contract.</p>

No	Queries from Potential Bidders	Comments/Responses
	security and the 20% advance payment should be used for the proper execution of the project.	
30	What means of information exchange is currently in place to share information between the NTA and insurance companies?	Currently there is no automated means of information exchange between NTA and Insurance companies.
31	Do the insurance companies already have their webservice setup to share insurance details with the NTA?	<p>Please refer to Sub Section 5.3.3. Insurance Details and 5.3.8. Web Service Layer under Section V. Technical Requirements of the Bidding Document:</p> <p>Bidders will need to propose an appropriate web service interface for the exchange of information with Insurance companies.</p> <p>The Insurance companies will be responsible for the web service integration at their end.</p> <p>Detailed information about the external systems and databases available at the Insurance companies will be provided to the selected Bidder at the time of implementation of the project.</p> <p>The selected Bidder will have to work in close collaboration with the suppliers of the external systems at the respective Insurance companies and the GOC team to ensure a successful integration and data sharing between the Insurance companies and GOC.</p>
32	Does the NTA already have an agreement with insurance companies whereby the latter agree to share their insurance policy details?	Yes.

No	Queries from Potential Bidders	Comments/Responses
33	<p>Since the new system at GOC will use infoHighway to retrieve data from the old system at NTA, why do we need to do data replication between GOC and NTA?</p>	<p>Please refer to Sub Section 5.3.9. Database Replication/Synchronisation Between GOC and NTA under Section V. Technical Requirements of the Bidding Document:</p> <p>Information pertaining to the online payment of MVL and its associated transactions will be stored on the proposed database at GOC. Information related to renewal and payment of MVL as currently being done at the head-office of NTA, Post Offices, District Courts and sub-offices of the NTA located at vehicle examination stations and related transactions will still be stored on the existing NTA database.</p> <p>Therefore, Bidders will be required to propose a reliable and intelligent database replication/synchronisation mechanism to enable proper and effective synchronisation and consistency between the NTA database and the proposed database at GOC at any point of time with regards to transactions related to MVL renewal and payment.</p>
34	<p>If replication is indeed needed what data needs to be replicated between the 2 systems?</p>	<p>Please refer to Sub Section 5.3.9. Database Replication/Synchronisation Between GOC and NTA under Section V. Technical Requirements of the Bidding Document:</p> <p>Data related to MVL renewal, transactional details and payment data will need to be replicated between the two systems.</p>

No	Queries from Potential Bidders	Comments/Responses
35	Will the mobile app be used on other devices than that provided by the bidder?	The mobile application may be used on any other compatible device as may be decided by the NTA.
36	Which functionalities of the mobile app should be usable without internet connection?	<p>Please refer to Sub Section 5.3.10. Mobile Application For Enforcement Officers under Section V. Technical Requirements of the Bidding Document:</p> <p>The mobile app should have internet connection to enable enforcement officers to obtain real time information on a particular vehicle.</p> <p>However, scanning and reading of the QR code on the printed MVL vignette affixed on the vehicle windscreen should be supported in Offline mode.</p>
37	Vehicle details have to be retrieved from the existing system via InfoHighway. Does infoHighway already provide such webservices or will the GOC Team and the supplier of the existing system work together to build and expose such a service on InfoHighway during the implementation phase?	<p>Please refer to Sub Section 5.3.7. Integration with InfoHighway under Section V. Technical Requirements of the Bidding Document:</p> <p>The Vehicle and Fitness details will be retrieved from the NTA System via the InfoHighway which is the Government Platform designed for the sharing of information.</p> <p>The web services for the exchange of Vehicle and Fitness details will be developed by the InfoHighway Team. However, the selected Bidder will be responsible for the necessary web service integration with the proposed system.</p> <p>The selected Bidder will have to work in close collaboration with the InfoHighway team and other relevant stakeholders to ensure a successful integration and sharing of vehicle and fitness details between the proposed system and the NTA system and to make the proposed solution fully</p>

No	Queries from Potential Bidders	Comments/Responses
		operational.
38	Will the application servers have access to the internet?	<p>Normally only the Web servers have access to the Internet at the Government Online Centre (GOC).</p> <p>However, temporary Internet access may be provided to the Application servers for configuration purpose.</p>
39	Will payment be done only through e-payment gateway or can it be done at till?	<p>Please refer to Sub Section 5.3.5. Online Payment of MVL under Section V. Technical Requirements of the Bidding Document:</p> <p>The online payment of MVL will be done through the e-payment Gateway.</p> <p>The selected bidder will have to work in close collaboration with the GOC team and any other stakeholders for the successful integration of the proposed system and the e-payment gateway.</p>
40	Since the new portal will aim at replacing the existing one in the long run will data migration be needed in this phase or will it be required in subsequent phases?	Migration is not in the scope of this project.
41	Can the NTA provide details of its OS platform running its DB, we understand that the database at NTA is on Oracle 8i.	Database at NTA is Oracle 8i Database (Oracle version 8.1.7) and OS platform is Sun Solaris 5.10
42	Can the NTA provide a VM with minimum 8GB RAM, 4vCPUs and 120GB HDD on its premises in Cassis?	<p>Please refer to Sub Section 6. Server Environment under Section V. Technical Requirements of the Bidding Document:</p> <p>The complete Solution would be hosted on the existing secured G-Cloud server and hardware infrastructure available at the Government Online Centre (GOC) only.</p> <p>The actual requirements for each environment will be finalized with the selected bidder during requirements specifications stage.</p>

No	Queries from Potential Bidders	Comments/Responses
43	We understand that the hardware layout at GOC is already in high availability mode, should we understand that the restoration and recovery of vms will be the responsibility of the GOC?	<p>Please refer to Sub Section 6. Server Environment under Section V. Technical Requirements of the Bidding Document:</p> <p>The G-Cloud at GOC is already a cluster-enabled platform with inherent facility for virtual machines to operate in High Availability mode.</p> <p>The Successful Bidder will be responsible for management of the VMs, including restoration and recovery as well as testing of the cluster-enabled setup with assistance of GOC.</p> <p>The Successful Bidder will have to work in close collaboration with GOC team to ensure that the application/services/database remain highly available during clustering switch-overs to avoid any single point of failure.</p>
44	Would the NTA require a centralized monitoring tool for auditing IT system related events concerning OS, and database? Will a separate VM be made available for this purpose?	The Government Online Centre (GOC) already has a monitoring tool.
45	In the Invitation for Bids (IFB), page 1, it is mentioned "The amount of Bid Security required is 10% of the total quoted sum, inclusive of VAT and/or any other applicable taxes" while in Section II. Bid Data Sheet it is written Bids need to be secured by either a Bid-Securing Declaration or a Bid Security. Do we need to submit a Bid Security or can we submit a Bid-Securing Declaration?	The amount of Bid Security required is 10% of the total quoted sum, inclusive of VAT and/or any other applicable taxes as mentioned in the IFB.
46	Due to the fact that Africa has a limited number of tablet available in the official channel, the current screen resolution requirement vs screen size narrows down to premium tablets only. Is it possible to review the minimum resolution specs?	Please refer to Para 1. of Corrigendum.
47	Although shockproof & dustproof cases are available, none are IP65 certified. Can this requirement be reviewed?	Please refer to Sub Sections 5.3.11. Handheld/Mobile Devices for Enforcement Officers and 11.4. Mobile Devices under Section V.

No	Queries from Potential Bidders	Comments/Responses
		<p>Technical Requirements of the Bidding Document:</p> <p>The Handheld/Mobile Devices will be used exclusively by enforcement officers who are on the move in different outdoor weather conditions.</p> <p>Hence the Mobile Devices should be Water and Dust Resistant.</p>
48	<p>If rugged covers should protect device's screen as well as body, is Corning Gorilla or equivalent still glass required on the device?</p>	<p>Please refer to Sub Section 11.4. Mobile Devices under Section V. Technical Requirements of the Bidding Document:</p> <p>At least Corning Gorilla Glass or Equivalent is required for screen protection of the Mobile Devices.</p>
49	<p>Can the tender deadline be extended?</p>	<p>No.</p>
50	<p>Is NTA expecting interfacing shareholders (post offices/district courts) be integrated with the new proposed solution in phase 1?</p>	<p>The integration of interfacing stakeholders will be considered in future Phase.</p>
51	<p>Will interfacing shareholders (post offices/district courts) be able to print the vignette with QR code?</p>	<p>This will be considered in future Phase.</p>
52	<p>Will the current NTA portal be fully replaced by the new NTA e-service portal?</p>	<p>This will be decided by the NTA during the implementation stage.</p>
53	<p>On Page 178, it has been mentioned that the successful bidder will be required to develop movies on NTA e-service portal and e-service for online payment of MVL which be used for educating the general public and marketing purposes.</p> <p>can you please provide details on the following:</p> <ul style="list-style-type: none"> · Estimated duration of the video · Shall the Voice-over background should be in English or French · What is the expected delivery? · Shall this cost be borne by SIL and included in our proposal? Kindly confirm. · Should the content be real footage? 	<p>The movies should be in the form of short and precise clips to enable the general public to have a clear understanding of how to use and benefit from the NTA e-service portal and e-service for online payment of MVL.</p> <p>The language should preferably be bi-lingual in nature, that is both English and French.</p> <p>The expected delivery is before Go-Live of the e-service.</p> <p>The cost and relevant charges should be quoted for by Bidders as a component of Training and Capacity Building.</p>

No	Queries from Potential Bidders	Comments/Responses
		The content need not necessarily be real footage.
54	we understand that there will be a local database hosted at the GOC : Could you list which data would be stored locally ? Would it include data such as vehicles, owners, fitness which are normally stored in the NTA database or would it be restricted only to the online transactional data (date and time of transaction, payment data)?	<p>Please refer to Sub Section 5.3.5. Motor Vehicle License (MVL) Renewal under Section V. Technical Requirements of the Bidding Document:</p> <p>The database hosted at GOC would be storing mainly MVL renewal details, transactional data, payment data, logs, etc.</p> <p>However, detailed user requirements and database structure will need to be worked out by the selected Bidder with the NTA and other relevant stakeholders during the requirement gathering and analysis phase after the award of the contract.</p>
55	In paragraph 5.1 of the Technical Requirements section, it is mentioned that "Additionally, the information that is officially published by the NTA for the use of the general public, internal and external stakeholders shall also be published on this portal. Typically, this information would constitute of the following: About NTA and its Organisation Structure, Acts & Regulations, Circulars & Orders, Annual Reports, Press Releases & Vacancies, Any other publication" : Is this Content Management functionality part of Lot 1 or will it be part of Lot 2?	<p>Please refer to Sub Section 5.1. NTA E-Service Portal under Section V. Technical Requirements of the Bidding Document:</p> <p>Content Management feature is in the scope of Phase I only.</p>
56	In paragraph 5.2 of the Technical Requirements section, it is mentioned that " The NTA e-Service portal shall be login based and a user can consume the e-services and other facilities available after proper registration and authentication via the login module of the Government Citizen Portal " : can you confirm that the login and password will be provided by the Government Citizen Portal and that any password management (change password, lost password) would be taken care of by that portal ? Can you hence confirm that our scope would then be only to manage the user's rights through the	<p>Please refer to Sub Section 5.2. User Registration under Section V. Technical Requirements of the Bidding Document:</p> <p>The login and password management will be done via the login module of the Government Citizen Portal.</p> <p>Bidders will be responsible for the management of user's access and rights to the respective functionalities in the proposed</p>

No	Queries from Potential Bidders	Comments/Responses
	NTA application?	<p>system.</p> <p>For the e-Registration feature, the selected Bidder will have to work in close collaboration with the GOC and its suppliers to ensure a successful integration of the NTA e-Service portal with the login module of the GOC Citizen Portal.</p>
57	<p>In paragraph 5.3.3. of the Technical Requirements section, it is mentioned that "The Vehicle insurance details are currently stored in separate external systems, which are hosted at each of the Insurance companies". How many insurance companies will we need to connect to ? In the form to select the Insurance company, will the list be predefined or will it have to be dynamic and retrieved from an external source?</p>	<p>Please refer to Sub Section 5.3.3. Insurance Details and 5.3.8. Web Service Layer under Section V. Technical Requirements of the Bidding Document:</p> <p>There are around 12 Insurance Companies having different databases.</p> <p>Bidders will need to propose an appropriate mechanism for the selection of the Insurance Company.</p>
58	<p>In paragraph 5.3.5. of the Technical Requirements section, it is mentioned that "the bidder will integrate (e.g. via web services) the proposed system with the existing e-payment Gateway hosted at the GOC": could you confirm that we do not NOT need to develop an e-payment system but only integrate with GOC e-payment system ? Could we have more information on how this GOC e-payment gateway functions?</p>	<p>Please refer to Sub Section 5.3.5. Online Payment of MVL under Section V. Technical Requirements of the Bidding Document:</p> <p>The selected bidder will have to work in close collaboration with the GOC team and any other stakeholders for the successful integration of the proposed system with the e-payment gateway.</p> <p>Detailed information about the e-payment gateway functions will be provided to the selected Bidder at the time of implementation of the project.</p>
59	<p>Paragraph 5.3.9 Database replication: Why do we need to replicate information stored in NTA database to GOC database as we can query information from the NTA database? Hence, instead of replication, we would need only to provide online payment data to NTA and avoid duplication of data. Please clarify need for having two databases and replication process.</p>	<p>Please refer to Sub Section 5.3.9. Database Replication/Synchronisation Between GOC and NTA under Section V. Technical Requirements of the Bidding Document:</p> <p>Information pertaining to the online payment of MVL and its associated transactions will be</p>

No	Queries from Potential Bidders	Comments/Responses
		<p>stored on the proposed database at GOC. Information related to renewal and payment of MVL as currently being done at the head-office of NTA, Post Offices, District Courts and sub-offices of the NTA located at vehicle examination stations and related transactions will still be stored on the existing NTA database.</p> <p>Therefore, Bidders will be required to propose a reliable and intelligent database replication/synchronisation mechanism to enable proper and effective synchronisation and consistency between the NTA database and the proposed database at GOC at any point of time with regards to transactions related to MVL renewal and payment.</p>
60	<p>In paragraph 5.3.10. of the Technical Requirements section, it is mentioned that "Include at least part of functionalities in offline mode for the mobile application, so that the app may still be usable without Internet connection" : The main functionality of the mobile is to enable information on a vehicle which would need Internet connectivity, unless having a database on the phone which is not recommendable. Could you clarify what functionalities do the NTA expect to be available offline?</p>	<p>Please refer to Sub Section 5.3.10.Mobile Application For Enforcement Officers under Section V. Technical Requirements of the Bidding Document:</p> <p>The mobile app should have internet connection to enable enforcement officers to obtain real time information on a particular vehicle.</p> <p>However, scanning and reading of the QR code on the printed MVL vignette affixed on the vehicle windscreen should be supported in Offline mode.</p>
61	<p>In paragraph 5.4 of the Technical Requirements section, the document mentions "Bad Payers Administration": Could you clarify what do you define as a Bad Payer? What functionalities regarding these bad payers should be handled in the application?</p>	<p>Detailed user requirements and functionalities regarding bad payers will need to be worked out by the selected Bidder with the NTA and other relevant stakeholders during the requirement gathering and analysis phase after the award of the contract.</p>

No	Queries from Potential Bidders	Comments/Responses
62	Also in paragraph 5.4 of the Technical Requirements section, the document mentions " Configuration of applications and system parameters and other settings": Could you give us some more information about which system parameters you are referring to?	The parameters and settings will depend on the system being proposed by Bidders.
63	In paragraph 7.1 of the Technical Requirements section, it is mentioned that "the portal including visualization features, maps, charts among others should be displayed optimally in all major web browsers such as IE, Safari, Firefox and Chrome, and should not be bound to a particular version or browser" : However, earlier versions of browsers are not compatible with the latest technologies available for web development. It is common use that recommendation are made to users to upgrade their browser versions to be able to make full use of websites, and, for example, Microsoft does not support versions of IE older than IE 11. We hence suggest that you change this requirement to "should be compatible with latest versions of browsers".	Please refer to Sub Section 7.1. Web-Based under Section V. Technical Requirements of the Bidding Document: This requirement is maintained. It is common practice for users to upgrade their browser versions to make optimal use of the portal and its features.

13 March 2018

CORRIGENDUM TO BIDDING DOCUMENT
FOR ONLINE PAYMENT OF MOTOR VEHICLE LICENSE (MVL)

(PROCUREMENT REFERENCE NO: NTA 14/40/16/17-18)

1. **Pg 206 of Bidding Document: Sub Section 11.4 Mobile Devices – Tablets 7” – 8” Requirements – Technical Specification Required – Display – Resolution (Pixels)**

Replace 'At least 1280 x 800 or better' by '*At least 1280 x 720 or better*'

13 March 2018