KPMG queries on Bhutan e-CMS EOI

(Ref: 47284-002)

Sl.	Clause no of	Page No	Content of the TOR requiring clarification	Clarification/ Changes	Clarification provided by DRC
1	Clause 5.1.2	1	The proposed eCMS solution shall be designed to provide, for an average connection of 2Mbps per office: a. The threshold for instantaneous feedback is <0.1 second, meaning that system response for simple in-page data validation, calculation or display should not be more than 0.1 second. b. The threshold for train of thought (typical web request-response interaction) is <2.0 seconds meaning that the response time and screen load will be within 2 seconds. c. The threshold for complex operation involving database query and/or complex calculation is <10.0 seconds. d. The system will be consistent in its performance; page interactions should not deviate outside of 25% to 200% of the average load times. e.	The performance of the system is also dependent on the system configuration of the Users and the same should not be accounted as the Performance of this system.	Number of users increase in future should not be impact the performance of the system and for request and response time of the web.

2	Clause 5.3.3	21	Qualification of team leader / Business Analyst	1. As per the TOR, a team leader / business analyst is required to possess customs experience as well as experience in relevant information technology fields. In this regard, please confirm, whether the role requirement is to bring in functional knowledge of customs. 2. In case the team leader / business analyst is required to ensure development e CMS system from a functional knowledge perspective, please confirm if he would be required to possess/acquire sufficient knowledge of the local regulations, basis which the system is required to be developed or relevant domain expertise / requirement shall be provided by the client 3. ADB is requested to clarify whether from functional knowledge expert perspective, is it permissible to deploy multi-tier resources (i.e., more than one person with different designations) or only one person as mentioned in the TOR can be deployed	1. The role requirement is bring in customs knowledge as well as lead the development team. 2. Yes, it is made very clear in the ToR that the team leader should have sufficient knowledge of the local rules and regulation with regard to development of IT Software. Requirement will not be provided by the client. We expect the team leader

3	General Query	-	General Query	1. ADB is requested to clarify whether the consultant would be required to ensure development based on the As-Is regulations & processes or is there a requirement to advise on regulations & processes so that global best practices can be incorporated in the	1. The vendor is expected to develop as par the international best practices and based on the new customs act and customs Rules of Bhutan. (Customs Act of Bhutan 2017 and Customs Rules and Regulation of Bhutan 2017)
					2. No BPR is not within the scope of the assignment. However, the vendor is required to recommend the international best practices in context with customs administration in Bhutan.