Electronics Corporation of Tamilnadu Limited, Chennai – 35

Request for Proposal (RFP) for Selection of System Integrator for Design, Development, Implementation and Maintenance of Integrated Application Software for the Directorate of Technical Education (DOTE)

Tender Ref.: ELCOT/EG/500/DOTE/2015 due on 29/02/2016 at 3.00 PM
Corrigendum – 1 dated 23/02/2016

Bidders may please note that this Corrigendum document is part of the Tender Document. Bidders are requested to sign and seal in the copy of the Corrigendum by the Authorised signatory of the Tender and submit in the Technical bid without fail.

1. Clarifications to Pre-Bid Meeting Queries

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
1	I - 11	4.4	4.4: Aim of Department for using ICT - Point 1 -> Email services to be made available with all offices of the department; Email id for each teaching staff, officers should be created.	1. The Bidder have requested to provide the details of number of mail IDs to be created. 2. The Bidder have requested to clarify the following points: • What is the scope of SI for email services under the purview of this project? • Is there any email solution already available with the department? If not, is there any plan in place for the same because based on the scope of work and bill of materials provided inthe RFP, there is	Separate mail server has to be provided along with the solution as currently no mail server is available at DOTE. DOTE is the main office and under DOTE control, there are 510 polytechnic colleges with the total no. of around 40,000 teaching staffs are available. Maximum of 50,000 email ids are needed.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
				provision for mail server or solution • Please give us the number of offices and number of teaching staff and officers who will be using the email services?	
2	I - 32	5.22.3	5.22.3: Evaluation of Commercial Proposal: The Commercial Proposal of the technically qualified Bidders will be opened for evaluation and the Bidder who has quoted the Lowest Price would be declared as the Successful Bidder.	We understand the importance of the project which involves multiple stakeholders such as DOTE, educational institutions, students, etc. A project of such high critical nature would require best-in-class solution which will be reliable, scalable and secure. Given such a requirement, it will be prudent to give weightage to technical scores as well in final evaluation i.e., QCBS method of evaluation. Furthermore, there are multiple departments such as, Co-optex, TNIDB (floated by ELCOT), CMA, etc. where the selection was based on QCBS method. The Bidder have requested to consider for QCBS method of selection with weightage of 70:30 for technical and commercial scores.	Tender clause remains the same.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
3	I – 36	6.1-PQ4	Bidder should be in the business as IT System Integrator for more than 3 years as of 31st March 2015. System Integrator Services should include any **3** of the following services through a single project with the same client: 1. Application Support and Maintenance 2. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure). 3. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure). 4. Help Desk Services. 5. Training & Capacity Building Program.	**6.1-PQ4: Pre-qualification Criteria:** 1. The Bidder have requested to modify the clause as "Bidder should be in the business as IT System Integrator for more than 3 years as of 31st March 2015. System Integrator Services should include any **2** of the following services through a single project with the same client: • Application Support and Maintenance • Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure). • Maintenance of IT Compute Infrastructure (Data Centre Infrastructure). • Help Desk Services. • Training & Capacity Building Program 2. Bidder have requested to relax / change the requirement from "3 years as on 31st March 2015" to "3 years as on date of Bidding".	Tender clause remains the same.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
			<u>Supporting Proofs to be submitted with the Bid</u> * → One project with IT System Integrator experience with a copy of the work order dated before 31st March 2012 confirming the year and the Area of activity.	<u>Supporting Proofs to be submitted with the Bid</u> One project with IT System Integrator experience with a copy of the work order dated before 31st December 2012 confirming the year and the Area of activity.	* →Tender clause remains the same.

4	I – 36, 37	6.1 - PQ6	Prime Bidder / Consortium partner should have IT System Integrator turnkey project experience in India with a minimum project value of INR 40 Lakhs and the scope should include atleast any 3 of the following:
			  I. Application Development
			  II. Application Support and Maintenance
			  III. Installation and Commissioning of IT Compute Infrastructure (Data Centre Infrastructure)
			  IV. Maintenance of IT Compute Infrastructure (Data Centre Infrastructure)
				6.1-PQ6: Pre-qualification Criteria:
				
				1. The Bidder requested that the clause is ambiguous. Please clarify on the same.
				
				2. Prime Bidder / Consortium partner should have IT System Integrator turnkey project experience in India with a minimum project value of INR 25 Lakhs.
				
				3. This clause seems ambiguous against PQ-4. We would request you to kindly consider PQ-4 as applicable instead of the first part of PQ-6.
					Tender Clause remains the same.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
			V. Help Desk Services VI. Training & Capacity Building Programs. All the projects should have been successfully implemented (the solution implemented should be operational) in last 3 years as on 31st March 2015. * -> "Prime bidder / Consortium partner should have the experience in Delivering the Application software and its maintenance for any Government Department / Agencies in India. The value of such project should be minimum of 15 Lakhs. The project should be either **ongoing or completed.** Supporting Proofs to be submitted with the Bid * -> One project with IT SI Turnkey project with Work Order dated on or before 31st March 2012.	Supporting Proofs to be submitted with the Bid One project with IT SI Turnkey project with Work Order dated as on date of submission of the bid.	* -> Tender Clause remains the same * -> Tender Clause remains the same

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
5	I - 37	6.1 - PQ9	The Bidder should have active ISO 9001:2008 and an active ISO 20000 / 27001 certification as on date of submission of Bid.	1. Please remove - an active ISO 20000 / 27001 certification as on date of submission of Bid. 2. The Bidder has stated that they will comply with the ISO 20000 / 27001 standards requirement as expected in the State Data Centre. Unfortunately, we are not certified ourselves. We would request you to kindly alter the requirement accordingly.	Tender Clause remains the same.
6	I - 38	6.1 - PQ10	The Bidder should have an active CMMi Level 3 certification as on date of submission of Bid.	1. The Bidder requested to remove CMMi Level 3, as we are giving ISO 9001:2008 certificate 2. The Bidder stated that they are aware of all of CMMi Level 3 processes and follow them for specific projects. For this project, we shall comply with the CMMi Level 3 process standards. Unfortunately, we are not CMMi Level 3 certified yet. We would request you to kindly alter CMMi Level 3 certification from being a mandatory requirement.	Tender Clause remains the same.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
7	I - 39	6.2.1.	**6.2.1: Past Experience of the Bidder:** (A) System Integration Projects – Marking Schema Maximum of Five Projects shall be considered. The marks shall be awarded as follows: **(Max Marks-15)** 1. 5 or more Projects = 15 Marks 2. 4 Projects = 12 Marks 3. 3 Projects = 8 Marks 4. Less than 3 Projects = 5 Marks	1. The Bidder have requested to kindly consider by reducing the number of maximum projects to 3 or lesser. 2. The Bidder have requested to award maximum marks for 3 or more projects in this category.	Maximum of THREE projects shall be considered. The marks shall be awarded as follows: (Max Marks-15) 1. 3 or more projects = 15 marks 2. 2 projects = 10 marks 3. 1 project = 5 marks **The changes corresponding to this clause shall also be effected in Technical complaince sheet**
8	I - 39	6.2.1.	**6.2.1: Past Experience of the Bidder:** (C) The bidder should submit the projects and provide client references* for successful completion/ongoing of projects which consists of IT Compute infrastructure (Data Centre Hardware such as servers, etc.) supply, commissioning and maintenance in India.	The bidder have requested to modify the clause as below: The Bidder / Consortium Partner should submit the projects and provide client references* for successful completion / ongoing of projects which consists of IT Compute infrastructure (hardware, servers, etc.) supply, commissioning and maintenance in India.	"The bidder / Consortium Partner should submit the projects and provide client references* for successful completion/ongoing of projects which consists of IT Compute infrastructure (hardware, servers, etc.,) supply, commissioning and maintenance in India". **The changes corresponding to this clause shall also be effected in Technical complaince sheet**

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
9	I - 41	6.2.4	Adequacy and Quality of Resources proposed for Deployment	The Bidder have requested to kindly consider M.Sc. (Software Engineering) or other Computer disciplines as eligible, treating it as equivalent to MCA / B.E.	**Qualification is changed under 6.2.4 Clause is as follows:** **From** B.E. / B.Tech / MCA + MBA for Project Manager and B.E. / B.Tech / MCA for Solution Architect, Team Lead, Business Analyst and Database Administrator. **To** B.E. / B.Tech / MCA / M.Sc. (Software Engineering) or any other Computer disciplines for Project Manager, Solution Architect, Team Lead, Business Analyst and Database Administrator. **The changes corresponding to this clause shall also be effected in Technical complaince sheet**
10	I – 42	6.2.4	Adequacy and Quality of Resources proposed for Deployment **C. Team Lead (5 Marks):** Relevant Certification: Any Relevant OEM Certification	1. The Bidder have requested to remove the OEM certification requirement for the Team Leader.	**C. Team Lead (5 Marks):** **Relevant Certification:** Any Relevant Certification (1 Mark) **The changes corresponding to this clause shall also be effected in Technical complaince sheet.** Tender Clause remains the same.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
			Relevant Experience: Atleast 5 years or more of relevant experience (2 Marks)	2. The Bidder have requested to consider 3 or more years of relevant experience for Team Leader (instead of 5 years)	
11	I – 42	6.2.4	Adequacy and Quality of Resources proposed for Deployment **D. Business Analyst:** Relevant Experience: Atleast 5 years or more of relevant experience (1 Mark)	The Bidder have requested to consider 3 or more years of relevant experience for Business Analyst (instead of 5 years)	**Tender Clause remains the same.**
12	I – 42	6.2.4	Adequacy and Quality of Resources proposed for Deployment **E. Database Administrator:** Relevant Experience: Atleast 5 years or more of relevant experience (DB Design / DB Administration related) experience (1 Mark)	The Bidder have requested to consider 3 or more years of relevant experience for Database Administrator (instead of 5 years)	**Tender Clause remains the same.**

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
13	I - 50	8.6	Data Digitization	The Bidder have requested to clarify on the following points: a. The present format of the data to be digitized? b. Total number of records to be digitized - size wise. c. Average number of pages to be digitized per record? d. Whether the digitization has to happen in single location or multiple locations? If multiple locations, please provide the list of locations. e. Is the present data in English or in multiple languates?	a. Data in Mark Book registers are in 132 column. b. Total number of pages to be scanned / digitized is 7,50,000. c. Average number of student records per page is 3. d. Digitization is to happen in a single location at DOTE. e. Present data is in English and with marks in numerals.
14	I - 60	9.4	**9.4: Examination Management System:** Malpractice Issue	Please clarify what is meant by Malpractice issue and its project scope.	The solution shall have a feature to record the list of students who caught indulging in malpractices. Details of students booked under Malpractice in 510 colleges across the state during Examination to be acquired online at DOTE for further process.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
15	I - 60	9.4	**9.4: Examination Management System:** Genuine Verification and Transcripts	Please clarify what is meant by Genuine Verification and Transcripts and their project scope.	Application to be received by the candidates across Globe from Individuals and Institutions through online portal. Provision to upload scanned copies of documents along with the application. The existing payment mode through Indian Bank online challan to be integrated to the new portal. Provision for acknowledgement slip with unique ID number and to view status of process through the portal. Auto tracking of dispatched sealed covers.
16	I – 64	10	**10: Implementation Approach and Timelines:** The selected software developer or System Integrator (SI) will be responsible for implementation of the system and management of IT infrastructure for a period of **1 year** after roll-out of the project.	Please clarify, if this is part of O&M period?	"The selected software developer or System Integrator (SI) will be responsible for implementation of the system and management of IT infrastructure for a period of **3 years** after roll-out and warranty of the project." It is clarified that this will be part of O&M period. **The changes corresponding to this clause shall also be effected wherever applicable in Technical and Price Bid**

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
17	I - 66	10.2	**10.2: Payment Schedule:** **Key Milestone:** Application / Maintenance Support: Timelines As per RFP: **5 Years** post Go-Live		**10.2: Payment Schedule:** **Key Milestone:** Application / Maintenance Support: Timelines As per RFP: **4 Years** post Go-Live including one year free warranty.
18	I – 66	10.2	**10.2: Payment Schedule:** Remaining Amount' - 10% of the Total Capex Value will be released after one year of the successful implementation of the project.	The Bidder have requested that the Total CAPEX value may be released immediately after GO-Live.	Tender clause remains the same.
19	I – 68	11.5	**11.5: System Integrator:** B. Post Implementation Phase : Post-implementation maintenance and support for 3 years (including IT support help desk).	However, in the clause 12.3 (Pg:71) Operation and Maintenance, it is mentioned as Post-implementation maintenance and support for 5 years (including IT support helpdesk). Please clarify if the O&M period is for 3 years or 5 years post implementation.	The O&M period is for 3 years after the expiry of warranty period of **one** year. The same shall also be effected in Clause No. 12.3: Operation and Maintenance-point-3, Clause No.14.1 Key Project Deliverables and in the price bid. **The changes corresponding to this clause shall also be effected wherever applicable in Technical and Price Bid**

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
20	I - 71	12.2	12.2: Training & Capacity Building	1. The Bidder have requested to clarify on the following a. No. of Trainees to be trained by the System Integrator b. Location for Training c. Will department provide the required physical infra required for training such as space? If not, please clarify who shall be responsible for the same.	a. 25 Trainees have to be trained by the System Integrator at DOTE office. b. DOTE, Chennai c. Only Space and system will be provided at DOTE for training.
21	I - 71	12.3	**12.3:Operation and Maintenance:** Post implementation maintenance and support for 5 years (including IT support heldpdesk)	The Bidder have informed that it is ambiguous as it is mentioned as three years in another instance. We would request to fix it at three years of O&M.	**12.3: Operation and Maintenance:** Post-Implementation maintenance and support for 3 years (including IT support helpdesk).
22	I – 72	12.5	Helpdesk Support	The Bidder have requested to clarify the following: a. Number of hours of operation of the helpdesk? b. Location of the helpdesk?	**12.5: Helpdesk Support:** a. Help Desk support during office hours. The operational hours are from 9 AM to 6 PM for five days. b. The System Integrator shall be responsible for the helpdesk. The System Integrator may decide on the location for helpdesk.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
23	I – 79	14.1 (E7)	SDC Hosting	We understand that the existing space in SDC is currently occupied and also the SDC expansion is provisioned for other applications. Hence, there may not be any additional space to host the application? In such a scenario, please provide clarity on the hosting along with the common infrastructure such as firewall, routers, switches, EMS, HIPS, Anti-Virus, SAN storage, etc. In order to get better and competitive bids, it is requested to kindly consider hosting the application in a cloud environment.	If such situation arise, then department will arrange for the space. The System Integrator shall also factor in for 4% for DCO charges per year for SDC. In case of no space in SDC, then department will bear the differential cost (beyond 4% for DCO charges per year) DOTE will take a decision on this (if required) once the successful bidder is selected.
24	I – 81	14.1	Project Deliverables and Timelines	The RFP mentions about Pilot implementation and State wide Roll out. The Bidder have requested to clarify the number of pilot locations and locations for state wide roll out where the solution has to be deployed? Also, kindly provide the addresses of these locations?	Number of pilot locations would be five. The solution has to be deployed at SDC. The List will be provided by DOTE once the successful bidder is selected.

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
	I - 65	10.1	**10.1: Implementation Timelines:** The implementation of various initiatives proposed has been planned over a period of maximum 32 weeks (i.e. - 8 months)	However, in the clause 14.1 (Pg:80) Key project deliverables, the timelines mentioned for acceptance of state wide roll out and Go-Live is mentioned as 26 weeks. Please clarify?	The timeline is 32 weeks.
25	II – 59 to 64	2.4	**2.4: Detailed Service Levels:** Under penalty column, description and Measurement Tool / Method.	The clause 14.1 of volume-I of RFP is project deliverables and timelines. The actual clause under the penalty column should be 10.2 i.e., payment schedule in page 66 of RFP, Please confirm.	**2.4: Detailed Service Levels:** The actual clause "Clause 14.1 of Volume-I of the RFP" specified under the penalty column, description and Measurement Tool / Method in page 59 to 64 of Volume-II shall be read as "Clause 10.2 Payment Schedule of volume-I" i.e., payment schedule in page 66 instead of clause 14.1 – Key Project Deliverables of Volume-I.
26	II – 62	2.4	**2.4: Detailed Service Levels:** Table: Operations & Maintenance: Sl.No.10 – **20%** of Quarterly Payment'	The Bidder have requested that the clause should read as "2% of Quarterly Payment" in line with other clauses such as Sl.No.6,8,11,12 and 13. Please confirm.	**2.4: Detailed Service Levels:** Table: Operations & Maintenance: Sl.No.10 – The clause shall be read as: "**2%** of Quarterly Payment"
27	II – 64	2.4	**2.4: Detailed Service Levels:** **Note:** Point II – The Penalties for	The Bidder have requested to confirm whether the penalties are capped to the	**Yes.** The penalties are capped to the extent on liquidated damages for all

#	RFP Volume & Page No.	RFP Clause No.	Description	Pre-bid Queries	Clarifications / Read As
			SLAs related to timeline (from SRS upto Go-Live) will be capped to the extent of the Liquidated Damages (LD). For other SLAs, the Penalties will be capped to the limit of 25% of the payment for the specific quarter.	extent on Liquidated Damages on overall timeline (from SRS to Go-Live), instead of individual milestones. The Bidder have requested to limit the penalties for other SLAs to 10% of the Quarterly Payment.	the milestones from SRS to Go-Live <u>The clause is modified as:</u> "For other SLAs, the Penalties will be capped to the limit of 10% of the payment for the specific quarter".
28			General Query – Liability Cap	The Bidder have requested that the overall liability under the engagement should not exceed the fees paid to the System Integrator hereunder and to confirm that the System Integrator will not be liable for indirect / consequential losses.	Tender conditions would remain the same.
29	I - 8	2	**2. Tender Schedule:** **Sl.No.7:** Due date, time and place for submission of tender – 29/02/2016 @ 3.00 PM **Sl.No.8:** Date, time and place of Opening of Pre-Qualification bids – 29/02/2016 @ 3.30 PM	The Bidder have requested to keep the due atleast three weeks from the date of publishing the corrigendum.	Tender Clause remains the same

2. Amendment:

RFP Volume-I:

Clause->10.2 Payment Schedule: Payments shall be made to the System Integrator as per the following Schedule:

S.No.	Key Milestone	Timelines as per RFP	% Payment
1	SRS Sign-off	T + 2.5 Months	5% of Total Capex Value
2	Hardware Supply, Installation and Commissioning at SDC	T + 5 Months	45% of Total Capex Value
3	Completion of User Acceptance Testing	T + 5.5 Months	10% of Total Capex Value
4	Acceptance of Pilot Go-Live	T + 6.5Months	15% of Total Capex Value
5	Acceptance of Rollout	T + 8 Months	15% of Total Capex Value
6	Application / Maintenance Support	3 years post Go-Live	95% of Total opex value as equated quarterly instalment for 16 quarters after Project Go-live. 5% of Total opex and 10% of Capex value in subsequent quarters after satisfactory handholding exercise

Note:

'T' is the date of signing of Contract.

'Remaining Amount' - 10% of the Total Capex Value will be released after one year of the successful implemenation of the project.

RFP Volume-I:

14. Project Deliverables and Timelines

14.1 Key Project Deliverables

The following table details the key Project milestones and the deliverables to be submitted by selected Bidder at each milestone.

Sl. No	Milestone	Deliverable	Tentative Time limit (in Weeks (Months))
A	**Contract Sign-off**		
A1		Submission of Signed Contract	T
A2		Submission of Performance Bank Guarantee	T + 4 (1 Month)
B	**Project Initiation**		
B1 B2		Detailed Project Plan for implementation of the Project (including Business Continuity and Disaster Recovery Plan)	T + 4 (1 Month)
		Risk management and mitigation plan	T + 4 (1 Month)
C	**Requirements Study and Plan Updates**		
C1	Application Design	Detailed SRS	T + 10 (2.5 Months)
C2	Deployment Plan	• Infrastructure Sizing Report • Hardware Deployment Plan	T + 10 (2.5 Months)
C3	Test Planning	Test Plans for System Testing	T + 10 (2.5 Months)
C4	Data Migration	Plan for Migration of Data into DOTE	T + 10 (2.5 Months)
C5	Exit Management	Exit Management Plan including plan	T + 10 (2.5 Months)

Sl. No	Milestone	Deliverable	Tentative Time limit (in Weeks (Months))
		for Knowledge Transfer	
C6	Go-Live Plan	Pre-requisites to Go-Live and steps to address issues	T + 10 (2.5 Months)
D	**Application Development/ Customization**		
D1	DOTE Application Development and System Testing	• Developed and customized application including web-portal for UAT • Application User manual • Software installation guide • System maintenance manuals • Results of execution of approved Test Plans in System Testing	T + 16 (4 Months)
D2	Data Cleansing	Cleaning up of DOTE Database	T + 16 (4 Months)
D3	Data Upload to DOTE	Upload of cleaned Data to DOTE Repository	T + 17 (4.25 Months)
E	**Prepare for Pilot Go-Live**		
E1	Site Preparation	• Size the infrastructure at SDC and DR site to host the infrastructure as proposed in the Hardware Deployment Plan	T + 18 (4.5 Months)
E2	Hardware Procurement and Commissioning	• Procure Hardware needed for hosting at SDC • Commissioning of Hardware at SDC	T + 20 (5 Months)
E3	User Acceptance Testing	• Application Test plan	T + 22 (5.5 Months)

Sl. No	Milestone	Deliverable	Tentative Time limit (in Weeks (Months))
		• Test cases • Test assumptions • Test coverage and boundaries • Improved Application based on feedback from UAT	
E4	Training	• Training Material and Training Plan • Execution of Training Program • Collection of Feedback • Improvement in Training Modules based on feedback	T + 22 (5.5 Months)

E5	Pilot Go-Live	• Pilot rollout ready for acceptance by Department
		
		• Pilot rollout report including
		
		   o Site preparation and infrastructure deployment / commissioning report for Data Centre and DR Site
		   o Data Migration report for pilot
		     o Training Delivery report
			T + 26 (6.5 Months)

Sl. No	Milestone	Deliverable	Tentative Time limit (in Weeks (Months))
		• Performance Assessment report for Pilot	
E6	Pilot Acceptance	• Obtain Pilot Acceptance report from DOTE / Third Party Audit Agency	T + 26 (6.5 Months)
E7	SDC Hosting	• Host the application at SDC as part of pilot acceptance	T + 26 (6.5 Months)
F	**Prepare for Roll out**		
F1	Training for other User Departments	• Training Material and Training Plan • Execution of Training Program • Collection of Feedback • Improvement in Training Modules based on feedback	T + 32 (8 Months)
F2	Rollout across other User Departments	• **Rollout across Departments ready for acceptance by Department** • Report on amendments / enhancements / modifications made based on inputs of User Department's Pilot Acceptance Testing • Report on rollout across state including o Site preparation and infrastructure deployment report across User Departments o Data Migration report including Test plans and Test results for Data Migration o Training Delivery report	T + 32 (8 Months)

Sl. No	Milestone	Deliverable	Tentative Time limit (in Weeks (Months))
		• Performance Assessment report for State-wide-rollout	
F3	Acceptance of State-wide Rollout and **Go-live**	• Final acceptance of Solution • Obtain Go-live Acceptance Report from DOTE • Report on amendments / enhancements / modifications made based on inputs of DOTE / Third Party Agency's Testing for state-wide rollout	T + 32 (8 Months)
G	**Monitor & Review**		
G1	Project Operate and Review	Status report on Project including SLA Monitoring report and Exception report on a weekly basis or on any other frequency as required by Department	Weekly
G2	Project Sign-off	Final Project sign-off on successful completion of the Contract	3 years after Go-Live

RFP Volume-I:

16.2 – Commerical Form 2: Price Bid:

16.2.5. Operation & Maintenance:

#	Item Description	Amount without Tax			Applicable Tax (In %)	Tax Amount (VAT / CST) (In Rs.)	Total Amount with Taxes (In Rs.)
(A)	(B)	(C) Year 2	(D) Year 3	(E) Year 4	(F)	(G)	H=(C+D+E+G)
1	Application Maintenance						
2	Hardware AMC - SDC						
3	Software License Fee - SDC						
4	SDC Charges						
5	Periodic Security Audit						
	TOTAL						

Managing Director

ELCOT