

Electronics Corporation of Tamil Nadu Limited, Chennai - 35

Selection of System Integrator to Design, Commission, Operate, Maintain & Manage InfoTex Project

Tender Ref.: ELCOT/eGov/543/Co-optex/SI/2016-17 due on 11/07/2016 at 3.00 PM

Pre-Bid Meeting Held on 15/06/2016 at 3:00 PM

Corrigendum I dated 05.07.2016

Bidders may please note that this Corrigendum document is part of the Request for Proposal (RFP). Bidders are requested to sign and seal the copy of the Corrigendum by the Authorised signatory of the Tender and submit it along with the RFP.

1. Clarifications to Pre-Bid Queries

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
1	I	5.4.4	1. iii)	16	Envelope-C consisting of Commercial Proposal - (1 Original+ 1 Soft copy in the form of CD/DVD). The soft copy shall be in the form of text searchable PDF and in the same shall also be given in the “.XLS” format	Generally, the Soft copy of the commercial bid is not expected from the bidders as it is a confidential and can be easily misused. Instead only the hard copy of the commercial bid is to be submitted. Please confirm if this is acceptable?	The commercial bid soft copy should be kept inside the Commercial bid cover as mentioned in section 5.4.4 in Page 15 of Volume I of the RFP.

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
2	I	5.6.3.2.1	3	20	The bidder should have average annual turnover of INR 50 Crore for the last 3 years. Certificate from the statutory auditor ascertaining positive net worth for the last three audited Financial Years.	Request to modify the statement as: Certificate from the CA/statutory auditor ascertaining positive net worth for the last three audited Financial Years.	Tender Clause remains the Same
3	I	5.6.3.2.1	2	20	Copy of the Work order/Contract confirming year and date (Dated after 1st April 2010) for the SI services as specified along with the completion certificate* for the successful implementation phase of the project. The supporting documents shall clearly indicate the scope of work as required in the criteria	Request you to consider the projects which have gone live in last 5 years, as there are some projects for which work orders have been issued March 2010 but the project execution has commenced in last 5 years. Or Alternatively request you to dilute the clause to consider the work orders issued within last 6 years	Tender Clause remains the Same
4	I	5.6.3.2.1	5	20	The bidder should have a minimum number of 50 technically qualified IT professional Staff (Experience in Software development, Networking, System & Database Administration, Project Management experience) as on 31st March 2015 on its rolls in India. The list has to be enclosed	The EPF numbers for the employees is confidential information and cannot be disclosed. We can provide the copy of the latest EPF challan instead of the EPF numbers. Please confirm if this is acceptable.	Tender Clause remains the Same

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					with the EPF numbers (may be subject to verification) and also Self-Certification from the authorised signatory for submission of the bid		
5	I	5.6.3.2.1 (Prequalification)	4	20	The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation and Operation & Maintenance experience in India for Central or State Government with a minimum value of INR 5 Crore in last 5 years, for which the implementation phase should have been completed successfully. And, the project should be in the O&M phase of at least one year.	Request to modify the statement as follows : The bidder should have implemented at least one IT project (Software Development /Hardware/ Networking/ hosting in Data centres/DR) Implementation and Operation & Maintenance experience in India for Central or State Government with a minimum value of INR 5 Crore in last 5 years, for which the implementation phase should have been completed successfully. And, the project should be in the O&M phase of at least one year.	Tender Clause Remains the Same

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
6	I	5.6.3.3.1	B	23	<p>The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation and Operation & Maintenance experience in India for Central or State Government with a minimum value of INR 5 Crore in last 5 years, for which the implementation phase should have been completed successfully. And, the project should be in the O&M phase of at least one year.</p>	<p>Request to modify the statement as follows : The bidder should have implemented at least one IT project (Software Development /Hardware/ Networking/ hosting in Data centres/DR) Implementation and Operation & Maintenance experience in India for Central or State Government with a minimum value of INR 5 Crore in last 5 years, for which the implementation phase should have been completed successfully. And, the project should be in the O&M phase of at least one year.</p> <p>Also in Some of our state wide projects we has been providing end to end IT solution, but since application has been deployed on the SDC, hardware procurement, networking or hosting is not in bidders scope of work, but we have been providing the application support and AMC for the deployed application. Hence request you to consider such projects as equally valid for meeting this criteria.</p>	Tender Clause remains the Same
7	I	5.6.3.3.1	D	24	<p>The Bidder should submit projects and provide client references for successful completion that clearly mentions the scope of Software Development/ customization (for Retail Business / Supply Chain /</p>	<p>Request to modify the statement as follows: The Bidder should submit projects and provide client references for successful completion that clearly mentions the scope of Software Development/ customization (for e-governance/Retail Business / Supply Chain / ERP/Textile/Handloom sector) in India.</p>	Tender Clause remains the Same

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					ERP/Textile/Handloom sector) in India.		
8	II	2	2.1 (Point no. 5)	13	Five years of showroom level sales data shall be ported to the new system. The current data is file based format.	The phase I scope only talks about porting of 5 years showroom level data to the new system. However there are 1100 societies who also maintain product/raw material procurement etc. data. Does the scope also cover to port the sales data of the societies to the new system? Please clarify.	Only the showroom level legacy data for the past 5 years needs to be migrated to the new system.
9	II	3	3.2.1 (Point no. 2)	32	SI should create a test environment in the cloud for development and testing of the InfoTex application and portal.	The test environment in the cloud for development & testing will be at the SDC or SI has to create the same at their own location for the required PAT & FAT. Please clarify.	The test environment can be done by the SI at their location.
10	II	3	3.3.1.1.4	45	Record attendance data of employees	Attendance of employee may recorded with many ways i.e. biometric, punching card, login to the portal. What kind of way Co-optex is looking forward for capturing the attendance of employee. If it is through biometric or punching card, than will Co-optex procure the same for all the establishment or will it be through SI. Please clarify.	The Attendance System will be biometric one. Please refer to Pages 70, 74 and 83 of Volume II of the RFP wherein the details are provided.

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
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11	II	3	3.3.1.7	53The SI shall provide on-site support to the supplied devices.	The required infrastructure to be commissioned at every location of Co- optex. Ideally we understand 1100 locations will be commissioned with required infrastructure and SI will have to provide on-site support. Does it mean SI has to deploy support resources to all 1100 locations or will it only be confined to 11 regional offices? Please clarify.	Please refer to section 3.3.1.12 Setting up the Help Desk in Page 54 of Volume II of the RFP for details.
12	II	1	1.2	5	Major challenges faced by Co-optex * Non-optimal production planning *Non-optimal usage of procured raw materials	1. What are the reasons for non-optimal planning and RM usage? 2. How does Co- optex intend optimizing the Production Planning and RM usage/	Currently, most processes of Co-optex are performed manually with minimal usage of IT systems. The envisaged InfoTex project is expected to seamlessly integrate various sections/functions of Co-optex in order to ensure availability of near-real time data to enable quicker and accurate decision making.
13	II	1	1.4	7	b) Government Schemes a. Free distribution of Sarees and Dhothies Scheme b. Free distribution of Sarees and Dhothies to Old Age Pensioners c. Free supply of School Uniforms	Please confirm the followings: 1. Co-optex produces the goods to meet these schemes as per the specific orders from the respective Departments and supplies the goods to the respective Departments. 2. Co-optex neither identifies the beneficiaries of these schemes nor distributes it to them directly.	1. Yes, Co-optex produces the goods to meet these schemes as per the specific orders from the respective Departments and supplies the goods to the respective Departments. 2. True, Co-optex neither identifies the beneficiaries of these schemes nor distributes it to them directly.

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
14	II	2	2.1	13	4. Design of unique product code & creation of master database.	1. Is there any codification scheme currently in use? 2. Would other entities such as Stakeholders, Institutes, be also coded?	1. Co-optex follows a codification process. 2. The stakeholders of Co-optex like Weavers and Societies are also to be codified.
15	II	2	2.1	13	5. Five years of showroom level sales data shall be ported to the new system. The current data is file based format.	1. Co-optex will be validating and correcting the data errors. Please confirm.	Yes, Co-optex will validate the data. However, it will be the role of SI to rectify the errors.
16	III	15	15.1 (1) (b)	21	If the SI fails to perform any of the obligation(s) under the contract;	The obligations should be classified as material obligations. Further if there are dependencies on the Co-optex which may lead to delay for SI as per this clause then SI should not be held liable for any delays. In nut shell SI shall be liable for the delays and defaults solely attributable to SI.	Tender Clause remains the Same
17	III	22	22	31	Time is the essence of the Agreement and the delivery dates are binding on the <<SI>>. In the event of delay for whatever reasons, (except delay caused by Co-optex and/or Force Majeure), in meeting the deliverables, the Co-optex shall be entitled at its option to recover Liquidated Damages from the <<SI>> as specified in the SLA.	Time shall be essence to the performance dates which are mutually agreed in the statement of work	Tender Clause remains the Same

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
18	III	15	new clause		Termination rights for the SI	In event of any material breach of the obligations of the Contract by the department, SI shall have right to terminate the Contract subject to the 30 days written notice.	Not Accepted
19	III	16	16.3	24	Limitation of liability	<p>Notwithstanding anything contained in this Agreement, neither Party shall be liable to the other party for any indirect or consequential Losses, damages, whether arising from tort (including negligence) or breach of contract including without limitation loss of profits, operation time, goodwill or anticipated savings.</p> <p>Save as stated above SI's total aggregate liability (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall be limited to the aggregate fees paid by the Co-optex under the relevant work order to SI under this agreement during the twelve (12) month period immediately preceding the final event giving rise to the liability.</p>	Tender Clause remains the Same
20	III	24	24.1 (iii)	31	Insurance Cover- Product liability	We would also request Co-optex to provide the coverage levels required for all the categories as specified in this clause.	Tender Clause remains the Same

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21		26	26 (b)	37	Dispute Resolution and Governing Law- Appointment of Arbitrator by MD Co-optex	Arbitrator shall be appointed by the consent of both the parties	Tender Clause remains the Same
22	III	15	15.1 (II)	22	In the event of Co-optex terminating the Contract in whole or in part, Co-optex may procure the services upon terms and in such manner as deems appropriate at the risk and cost of the defaulting SI and the SI shall be liable for any additional costs for such services. However, the SI shall continue the performance of the contract to the extent not terminated.	We cannot agree for the uncapped costs which are specified in this clause. These costs needs to capped at ___% of the cost of the impacted deliverable which triggered the termination. Both the parties should agree the costs involved.	Tender Clause remains the Same
23	III	15	15.2	22	Termination for convenience with 30 days' notice	This is very short term for issuing notice. Termination for convenience shall be at least with 90 days' notice. Further the termination for convenience shall be subject to the mutually agreed termination costs. Department shall be liable to pay the fixed costs incurred by the SI during the term of the Agreement	Tender Clause remains the Same

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
24	III	Schedule III	Clause 5-employees	48-49	Transfer of Employees	This clause is not acceptable	Tender Clause remains the Same
25	III	Schedule III-			Cost for Exit Management	Co-optex shall pay fees to SI for the Services provided in the Exit Management phase in accordance with the agreed payment terms and conditions	Tender Clause remains the Same
26	I	Schedule-IV	Audit, Access And Reporting	51	Cost of Audit	All costs pertaining to the audit shall be borne by Co-optex only	Tender Clause remains the Same
27	I	5.6.3.3.1 Technical Qualification Criteria	Sl. No:-1 Point No:-(d)	24	<p>Description:- The Bidder should submit projects and provide client references for successful completion that clearly mentions the scope of Software Development/ customization (for Retail Business / Supply Chain / ERP/Textile/Handloom sector) in India.</p>	<p>Kindly amend the clause as mentioned below:</p> <p>Description:- The Bidder should submit projects and provide client references for successful completion that clearly mentions the scope of Software Development/ customization (for Retail Business / Supply Chain /ERP/Dairy/Diagnostics/Public works Department/Transport/Textile/Handloom sector) in India.</p>	Tender Clause Remains the Same

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
28	I	5.6.3.3.1	E	25	<p>CMMI Certification.</p> <p>Marks will be awarded for the following valid Certificates in the name of the bidder as on bid submission date</p> <p>CMMI Level III – DEV or above</p> <p>CMMI Level III – SVC or above</p> <p>The webpage extract (CMMI Institute Published Appraisal Results) displaying the bidder name should be submitted in either case (CMMI Level III or Level V)</p> <p>CMMI Level III – DEV or above – 3 Marks</p> <p>CMMI Level III – SVC or above – 2 Marks</p>	<p>Three modules are available and they are CMMI -SVC, CMMI-DEV & CMMI-ACQ. Out of the above, CMMI-SVC has common modules plus 7 extra modules. The detailed note of comparison is enclosed for ready reference. On analysis it is found that CMMI-SVC modules, the specific process includes service system development (SSV), Service Delivery (SD), Service System Transmission (SST) & Strategic service management (STSM) whereas the CMMI development module which covers technical solution, product integration, verification requirement development and validation. The above process is also covered the CMMI 3 -SVC module under service system development which goes to all the specific process of CMMI 3 development. Hence CMMI-SVC 1.3 is more relevant to the present project which is system integration which deals with service oriented process. This project calls for software development, Hardware supply, Operation & Maintenance for 5 years which is predominantly in the service module. Hence correct the marking system as under:</p> <p>CMMI III SVC - 5 marks,</p> <p>CMMI III DEV - 3 marks.</p> <p>The enclosed note provides true comparison between process modules required for both systems which is self-explanatory.</p>	Tender Clause Remains the Same

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29	II	3.2.2		34	Note: For all the Phases, SI shall make arrangement for necessary tools/ equipment (like desktops, laptops, Printers, Scanners, Multi-Functional devices, stationery, Projectors/Display Units, Mobiles phones, etc.) required for his use to carry out the work during the implementation phase and operation wise.	Kindly Provide details of stationery - Quantity and Items required.	Here stationery means those stationery items required during the project period to be provided by the SI.
30	I	5.6.3.2.1	3	20	Average Annual Turn Over of INR 50 Cr	We request you to kindly modify the Average Annual Turnover in line with Ratio adopted by ELCOT.	Tender Clause remains the Same
31	I	7.3.4	B3	92	Help Desk Setup Cost - 2 help desks manned by 2 operators in 2 shifts from 9 AM to 9 PM (at Co-optex Head office-Chennai. Only space and raw power will be provided)	Kindly clarify that whether we have to provide one person for each shift or two person for each shift	Help Desk should be manned by two operators in each shift.
32	I	7.3.4	Schedule C1	97	Onetime cost of Cloud Deployment at Primary DC and DR	Need more clarity on this	Any contingency cost that may arise at the time of cloud deployment in DC and DR

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	Volume	Section No	Clause No	Page No			
33	I	7.3.4	Schedule F1 - Cloud Deployment	109 & 111	F1 (a). Cloud Deployment - DC 7. Storage (Mid IOPS - TB 8. Backup Storage (Low IOPS) - TB F1 (b). Cloud Deployment - DR 7. Storage (Mid IOPS - TB 8. Backup Storage (Low IOPS) - TB	Kindly clarify the definition of Mid IOPS & LOW IOPS.	Mid IOPS - Medium Input Output Operations/Second. Low IOPS - Low Input Output Operations/Second - In a data storage environment, Tier I is MID IOPS tier which is of fast class drives and tier II is Low IOPS which is of near-line drives
34	II	2.1	2 Overview of Scope of Work 2.1 Phase I	13	Solution to be deployed in a Primary cloud environment and Disaster Recovery Cloud with adequate redundancy and security.	Need more clarity about cloud services	Please refer to section 3.3.1.6 of Volume II of the RFP in 52 - Cloud Based Services for the InfoTex solution and section 4.1 Bill of material in page 69 of the Volume II of the RFP.
35	II	4	4.1 Bill of Material	69	Cloud based enablement for Firewall with UTM, Access Switch, San Storage, Load Balancer, Network/Asset Mgt, OS& DB Mgt, Back up, etc.	Kindly include the list of features requirement and specification for firewall, Access switch & load balancer.	The Bidder to deploy the appropriate devices/applications to meet the SLA standards as mentioned in the RFP
36	II	4.5	k. 16 port switch	85	55 Gbps or higher Backplane capacity and minimum 40 Mbps of forwarding rate	Kindly change the switching Capacity as 3.2Gbps and forwarding rate as 148,800 pps per port.	Tender Clause remains the Same

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37	II	4.5	1. 24 port Manageable switch	86	55 Gbps or higher Backplane capacity and minimum 40 Mbps of forwarding rate	Kindly change the switch capacity as minimum 128 Gbps and change the forwarding rate as 95 mpps. Since the given capacity is not enough to meet out the need of core L3 Switch.	Tender Clause remains the Same
38	II	4.5	m. UPS – 1 KVA Online (120 min backup)	87	Supply and Commissioning of 1kVA on line UPS with 2 hour back-up including earthing and electrical wiring wiring / accessories etc., (Input & Output side of UPS)	Kindly mention the maximum distance details from raw power to the UPS locations. Since the installation quantity is high in different locations.	Maximum distance of 50 feet
39	I	2	2.5	6	An EMD amount of INR 15,00,000/- (Rupees Fifteen Lakhs only) shall be paid by way of DD drawn in favour of “Electronics Corporation of Tamil Nadu Limited	An EMD amount of INR 15,00,000/- (Rupees Fifteen Lakhs only) shall be paid by way of DD/ Bank guarantee drawn in favour of “Electronics Corporation of Tamil Nadu Limited	Tender Clause remains the Same

#	RFP Reference				Actual Clause in RFP	Clarification Sought	Response
	Volume	Section No	Clause No	Page No			
40	I	5	5.6.3.2.1	20	The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation experience in India for Central or State Government with a minimum value of INR 5 Crore during the last 5 years (as on 31st March 2015)	The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation experience in India/ globally for Central or State Government or public enterprise with a minimum value of INR 5 Crore during the last 5 years (as on 31st March 2015)	Tender Clause remains the Same
41	NA	NA	NA	NA		Request to allow consortium as it requires hardware & software procurement.	Not Accepted.

2. Corrections to the RFP Document

S.No	Volume	Section	Clause	Page Number	Existing Clause	To be Read as
1	I	5	5.6.3.3.1 - 1 c	24	IT Cloud Infrastructure management (value pertaining to IT cloud Infrastructure would be considered for evaluation; in case the break-up value is not explicitly mentioned, 30% of the project value would be considered for evaluation)	IT Cloud/Server Infrastructure management (value pertaining to IT cloud Infrastructure would be considered for evaluation; in case the break-up value is not explicitly mentioned, 30% of the project value would be considered for evaluation)
2	I	5	5.6.3.3.1 - 1 c	24	<p>The marks would be provided based on the following:</p> <p>I. Number of Projects (Cloud exp only)</p> <p>a. 1 Projects = 3Marks</p> <p>b. 2 Projects = 4Marks</p> <p>c. 3 & above = 5 Marks</p> <p>II. Combined Project Value of maximum three projects</p> <p>a. INR 50 lakhs to 60 lakhs = 3 Marks</p> <p>b. INR 60 lakhs to 1 cr. = 4 Marks</p> <p>c. INR 1 Cr. And above = 5 Marks</p>	<p>The marks would be provided based on the following:</p> <p>I. Number of Projects (Cloud/Server Infrastructure exp)</p> <p>a. 1 Projects = 3Marks</p> <p>b. 2 Projects = 4Marks</p> <p>c. 3 & above = 5 Marks</p> <p>II. Combined Project Value of maximum three projects (Cloud/Server Infrastructure exp)</p> <p>a. INR 50 lakhs to 60 lakhs = 3 Marks</p> <p>b. INR 60 lakhs to 1 cr. = 4 Marks</p> <p>c. INR 1 Cr. And above = 5 Marks</p>

S.No	Volume	Section	Clause	Page Number	Existing Clause	To be Read as
3	I	5	5.6.3.3.1 - 1 D	24	The Bidder should submit projects and provide client references for successful completion that clearly mentions the scope of Software Development/ customization (for Retail Business / Supply Chain / ERP/Textile/Handloom sector) in India.	The Bidder should submit projects and provide client references for successful completion / completed the implementation and in maintenance phase that clearly mentions the scope of Software Development/ customization (for Retail Business / Supply Chain / ERP/Textile/Handloom sector) in India.
4	I	7	7.2.8	60	Tech Form 6: Citation Format for IT Cloud Infrastructure Management Project Experience	Tech Form 6: Citation Format for IT Cloud/Server Infrastructure Management Project Experience
5	I	7.3.4	Schedule C2 (a)	99	16. LTO4 Disk 800 GB/1.6TB.	16. LTO4/LTO6 (subject to compatibility with Data Centre) 800 GB/1.6 TB
6	I	7	7.3.4 - IV CAPEX/(CAPEX+OPEX) Ratio	117 and 118	CAPEX/ (CAPEX+OPEX) Ratio – Cloud Model – Compliance Verification and CAPEX/(CAPEX+OPEX) Ratio – SDC Model – Compliance Verification	Can be treated as removed.
7	II	3	3.3.2.2.9	64	"Anything shall be considered as a major change only after a mutual consensus arrived between co-optex & SI. However, Co-optex shall reserve the right to consider this a major change"	"Any change request which has more than 5 man days of effort of required skill set shall be considered as a major change. However, Co-optex shall reserve the right to consider this as a major change"

S.No	Volume	Section	Clause	Page Number	Existing Clause	To be Read as
8	II	4.5	m. UPS – 1 KVA Online (120 min backup)	87	17. For 60 Min. backup minimum VAH should be 900. Batteries provided should be Sealed Maintenance Free plug and play external Batteries. Total number of batteries offered should be clearly mentioned. Voltage of each battery offered should be clearly mentioned Ampere-Hour rating of each battery offered should be clearly mentioned. Total Volt-Ampere- Hour rating of the Battery Bank Offered should be clearly mentioned	17. Batteries provided should be Sealed Maintenance Free plug and play external Batteries. Total number of batteries offered should be clearly mentioned. Voltage of each battery offered should be clearly mentioned Ampere-Hour rating of each battery offered should be clearly mentioned. Total Volt-Ampere- Hour rating of the Battery Bank Offered should be clearly mentioned
9	III	33	33 and 33.1	69 and 72	User Locations: Critical: Availability/functionality of all the hardware/software/network connectivity/InfoTex application/Portal, major performance issues in the InfoTex application /portal at the location that are deployed by the SI, which provide services for all the activities/functions of Co-optex citizens and to the Society/weavers/Citizens	User Locations: Critical: Availability/functionality of all the hardware/software/network connectivity/InfoTex application/Portal, major performance issues in the InfoTex application /portal at the location that are deployed by the SI, which provide services for all the activities/functions of Co-optex citizens and to the Society/weavers/Citizens Note: Availability of network connectivity with average UPTIME of 98% of service providers' terms and conditions

**Managing Director
ELCOT**