

## Electronics Corporation of Tamil Nadu Limited, Chennai – 35

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

Tender Ref.: EG/eGov/475/SI/Co-optex/2016-17 due on 12/02/2016 at 3.00 PM

Pre-Bid Meeting Held on 27/01/2016 at 11:00 AM

Corrigendum-1 dated 29/01/2016

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 the pre-bid meeting queries

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
1	I	18	5.6.3.2.1 (3)	<p>The bidder should have average annual turnover of <b>INR 50 Crore</b> for the last 3 years.</p> <p>The bidder should have positive net worth for the last 3 years</p>	<p>The criteria says, the SI should have a turnover of INR 50 Crore. We are a small IT services company but growing company. We are clocking about INR 9 crores. We also work with United Nations [UN Organization] on a USD 2.1 Million project. An equivalent of INR 13 Crores. I would request you to lower the Turnover Criteria for the last three years so that companies such as us can participate in the Tender Process. We are very sure of providing a strong Technical solution capability and architecture in our proposal. We would be happy to participate in the Tender process and add value to our Government by proposing a fitting solution.</p>	<p>Tender Clause Remains Unchanged.</p>

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
2	I	18	5.6.3.2.1(4)	<p>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)</p> <p>b. The bidder should have at least one year Operation and Maintenance experience post the successful completion of the implementation phase.</p>	<p>We have not worked with the State/ Central government in the past. But we are eagerly looking forward to work with the Government and add value to greater extent. I would request you to treat SI partner's CURRENT/PREVIOUS experience in working with similar other government / Government equivalent International Organization experience. We also work with United Nations [UN Organization] on a USD 2.1 Million project. An equivalent of INR 13 Crores. I'd request your committee to consider even CURRENT Work scope and CURRENT Work Order as eligibility criteria.</p>	Tender Clause Remains Unchanged.
3	I	21	5.6.3.3.1 1(A)	<p>Annual Turnover Average annual turnover for the last three audited financial years The Bidder having an average annual turnover for last three audited financial years will be awarded marks as below</p> <p>a. INR 50 Crores = 3 Marks; b. INR 50 Crore to INR 100 crore = 4 Marks c. More than INR 100 crores = 5 Marks</p>	<p>SI should have a turnover of INR 50 Crore. We are a small IT services company but growing company. We are clocking about INR 9crores. We also work with United Nations [UN Organization] on a USD 2.1 Million project. An equivalent of INR 13 Crores. I would request you to lower the Turnover Criteria for the last three years so that companies such as us can participate in the Tender Process. We are very sure of providing a strong Technical solution capability and architecture in our proposal. We would be happy to participate in the Tender process and add value to our</p>	Tender Clause Remains Unchanged.

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					Government by proposing a fitting solution. I would request you to be lenient on the score so that you can enable a growing small IT services company such as ours participate in the Tender. I would request you to bring down entry criteria as INR 6 Crores and above. I'm sure both the Central government and State government are pushing/ encouraging for START-UP Companies. Your consideration in bringing down the Turnover criteria will help such initiative stand true to the principle.	
4	I	21	5.6.3.3.1 1(B)	<p>System Integration projects The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation and Operation &amp; 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&amp;M phase of at least one year. The marks would be provided based on the following:</p> <p>I. Number of Projects a. 1 Project = 3Marks</p>	I would request you to treat SI partner's CURRENT/PREVIOUS experience in working with similar other government / Government equivalent International Organization experience. We also work with United Nations [UN Organization] on a USD 2.1 Million project. An equivalent of INR 13 Crores. I'd request your committee to consider even CURRENT Work scope and CURRENT Work Order as eligibility criteria.	Tender Clause Remains Unchanged.

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
				b. 2 Projects = 4Marks c. 3 & above = 5 Marks II. Combined Project Value of maximum three projects a. INR5to10cr.=3 Marks b. INR 10 to 50 cr. = 4 Marks c. INR 50 cr. and above = 5 Marks		
5					Consortium - IN lieu of the above clauses, I would request the committee to allow SI Bidders to be a consortium of Organizations since each Organization will have core capability in areas such as ERP, Cloud Implementation, Security, Retail, E-Commerce areas. Allowing the bidders to form a consortium will help in providing a solution that leverages the specialized skills of each area and expertise of several Organizations.	Tender Clause Remains Unchanged.
6	I	22	5.6.3.3.1 1(c)	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)	Request to modify the clause as below, as it will enable more participation of bidders.  IT Cloud Infrastructure management/IT Compute Infrastructure management (value pertaining to IT cloud Infrastructure/IT Compute Infrastructure management would be considered for evaluation; in	Please Refer Corrigendum 1

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					case the break-up value is not explicitly mentioned, 30% of the project value would be considered for evaluation)	
7	I	22	5.6.3.3.1 1(D)	Software Development Projects 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) in India	Please modify the clause as below, as this will broaden the scope by not only limiting to retail Business/Supply Chain/ERP but also to the sectors where we are pioneer in delivering software services to Government sectors. Hence we request you to modify the clause as below.  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/Government Department/ PSUs/Boards/Local Bodies/ Undertakings in India) in India	Tender Clause Remain Unchanged
8	I	23	5.6.3.3.1 1(E)	Experience in Textile/Handloom Sector  The Bidder should submit projects involving software solution in Textile/Handloom sector and provide client references for such projects	Only few will have experience in Textile/Handloom Sector and it only limits to only those who have experience in this sector. Hence we request you to remove this clause OR modify the clause as below, so that it enables all interested System Integrator to participate in this bid.  Experience in Textile/Handloom/e-	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					Governance Sector  The Bidder should submit projects involving software solution in Textile/Handloom/e-Governance sector and provide client references for such projects	
9	I	23	5.6.3.3.1 1(F)	CMMI Certification CMMI Level III – 3 Marks (or) CMMI Level V – 6 Marks	Since the evaluation is based on QCBS system, we believe each marks will be an added advantage to any SIs hence, we request you to allocate the marks as below  CMMI Level III – 5 Marks (or) CMMI Level V – 6 Marks	Tender Clause Remain Unchanged
10	I	24	5.6.3.3.1 1(F)	Valid ISO 9001 : 2008 Certificate Valid ISO 27001:2005 Certificate  ISO 9001:2008 Certificate – 2 Marks ISO 27001:2005 Certificate – 2 Marks	Please consider either one of the ISO certificates for evaluation and Kindly assign the marks as below  Valid ISO 9001 : 2008 Certificate - 4 Marks OR Valid ISO 27001:2005 Certificate - 4 Marks	Tender Clause Remain Unchanged
11	1	18	5.6.3.2.1 (2)	The bidder should be in the business as IT System Integrator (SI) for more than 5 years (as of 31st March 2015). SI Services should include “Application Development” along with any 3 of the following services through	The clause may be modified as: The bidder should be in the business as IT System Integrator (SI) for more than 5 years (as of 31st March 2015). SI Services should include “Application Development” along with	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
				a single contract in India: 1. Application Support and Maintenance 2. Installation and Commissioning of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure) 3. Maintenance of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure) 4. Help Desk Services 5. Training & Capacity Building	any 3 of the following services through a single contract in <b>India or Abroad</b> : 1. Application Support and Maintenance 2. Installation and Commissioning of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure) 3. Maintenance of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure) 4. Help Desk Services 5. Training & Capacity Building 6. Integration with hardware or other software 7. Integration between two database of different platform 8. Data Migration from one application to another	
12	I	18	5.6.3.2.1 (2)	Copy of the Work order/Contract confirming year and date (Dated before 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  *Completion certificate issued by the client alone will be accepted	The clause may be modified as: Copy of the Work order/Contract confirming year and date 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  *Completion certificate issued by the client alone will be accepted	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
13	I	18	5.6.3.2.1 (3)	<p>The bidder should have average annual turnover of <b>INR 50 Crore</b> for the last 3 years.</p> <p>The bidder should have positive net worth for the last 3 years</p>	<p><b>The clause may be modified as</b> The bidder should have annual turnover of <b>INR 50 Crore</b> in each year for last 3 years.</p> <p>The bidder should have positive net worth for the last 3 years</p>	Tender Clause Remain Unchanged
14	I	18	5.6.3.2.1 (4)	<p>a. 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 <b>INR 5 Crore</b> during the last 5 years (as on 31st March 2015)</p> <p>b. The bidder should have at least one year Operation and Maintenance experience post the successful completion of the implementation phase.</p>	<p>The clause may be modified as: a. The bidder should have implemented at least one IT project (Software Development and Hardware/ Networking/ hosting in Data centres/DR) Implementation experience in India or abroad with a minimum value of <b>INR 5 Crore</b></p>	Tender Clause Remain Unchanged
15	I	18	5.6.3.2.1 (4)	<p>Copy of the Work order/Contract dated on or after 1st April 2010 The cited project should have successfully completed entire project scope or the implementation phase; in this case, the bidder should have at</p>	<p>The clause may be modified as: Copy of the Work order/Contract dated on or after 1st April 2010 The cited project should have successfully completed entire project scope or the implementation phase.</p>	Tender Clause Remain Unchanged



#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
				least one year O&M experience. Certificate issued by the client is to be produced.	*Ongoing projects will also be considered	
16	II	69	4.1	The System Integrator shall provide the following consolidated services & infrastructure for the envisaged InfoTex solution by commissioning the services at the primary cloud, DR cloud, locations of Co-optex, Help desk set up, robust InfoTex Application, Portal and the network connectivity. It is proposed to host the application in Government/PSU cloud (or) in any cloud owned by private entity (having ISO 27001 certification), with the approval of Co-optex.	Please clarify on the clause. As, CAPEX is not same for the options and variation is considerable. <b>It is proposed to host the application in Government/PSU cloud (or) in any cloud owned by private entity (having ISO 27001 certification), with the approval of Co-optex.</b>	Please Refer clause 5.6.3.4.1 of Volume I of the RFP Pg:31
17	I	19	5.6.3.2.1 (4)	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 for Central or State Government with a minimum value of INR 1 Crore during the last 5 years (as on 31st March 2015). Or In process of execution as on Bid Submission Date.	Tender Clause Remain Unchanged
18	I	5	2	An EMD amount of INR 30,00,000/- (Rupees Thirty Lakhs only) shall be paid by way of DD drawn in favour of	An EMD amount of INR 30,00,000/- (Rupees Thirty Lakhs only) shall be paid by way of DD/Bank Guarantee	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
				"Electronics Corporation of TamilNadu Limited", from any Scheduled Bank payable at Chennai, and the instrument should be submitted in the Pre-qualification Proposal.	(PI share of Bank Guarantee Format) drawn in favour of "Electronics Corporation of TamilNadu Limited", from any Scheduled Bank payable at Chennai, and the instrument should be submitted in the Pre-qualification Proposal.	
19	I	21	5.6.3.3.1 1(B)	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.	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/In Process Execution like Delivery of Hardware/ Networking/ hosting in Data centres/DR. And, the project should be in the O&M phase of at least one year.	Tender Clause Remain Unchanged
20	I	22	5.6.3.3.1 1(D)	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) in India	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)	Tender Clause Remain Unchanged
21	I	22	5.6.3.3.1	The marks would be provided based	The marks would be provided based	Please Refer Corrigendum 1

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
			I (c)	on the following : I. Number of Projects (Cloud exp. only ) a. 1 Projects = 3Marks b. 2 Projects = 4Marks c. 3 & above = 5 Marks	on the following : I. Number of Projects (Cloud exp. only ) (Projects In Progress) a. 1 Projects = 3Marks b. 2 Projects = 4Marks c. 3 & above = 5 Marks	
22	I	23	5.6.3.3.1 1(E)	Experience in Textile/Handloom Sector	Experience in Textile/Handloom Sector/Manufacturing/Distribution Sector	Tender Clause Remain Unchanged
23	II	13	2.1	Data Migration 5 Years	Could you please provide an estimate of data volume? Is it in a distributed system or in a single/centralized system? If distributed how many systems and how many different formats?	Please Refer Clause 3.3.1.9 of Volume II of the RFP – Page 53
24	II	53	3.3.1.10	Manual Data Entry of Employee Service Records 50000 Pages Data Migrate to IT	a) All manual data in single location or multiple location? If multiple location provide the location details. b) Data is in which language? Please provide the details.	Please Refer Clause 3.3.1.10 of Volume II of the RFP – Page 53.  1. The Data Digitization to be done at Head Office and 11 Regional Offices 2. The Language of the Data is mostly in English (98%) and the rest may be in Tamil (2%) 3. The Final Digitized data to be only in English 4. The method of digitization is to be decided by the bidder.
25	I	5	2	Due date, time and place for submission of tender	Request you for the extension of 2 weeks i.e. 26th Feb 2016 @ 3.00PM	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					for us to provide a comprehensive proposal.	
26	II	11	1.5	Co-optex International	Could you please clarify the business function of Co-optex International.	Please Refer Section 1.4 (d) of Volume II of the RFP – Page 9
27	II	11	1.5	CADD Centre / Design Studio	Could you please clarify the business function of Design Studio	Please Refer Section 1.4 of Volume II of the RFP – Pages 6 to 9.  The objective of the design studio is to achieve design development activities with in-house designers and free-lance designers.
28	II	11	1.5	D&P office	Could you please clarify the business function of D&P office	Please Refer Section 1.4 of Volume II of the RFP – Pages 6 to 9.  Design & Production office is responsible for production, procurement, Design, Product development activities
29	II	11	1.5	Cluster Offices at Virdhunagar	Could you please clarify the business function of Cluster office	Cluster office supports activities of handloom weavers to promote sustainable growth of weavers.
30	II	11	1.5	F.D.S Inspection Centres & Uniform Inspection centers	Could you please clarify the business function of Co-optex FDS inspection centre	Please Refer Section 1.4 of Volume II of the RFP – Pages 6 to 9.  Inspection and Quality certification of products under Government Schemes is the function of these centres.

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
31	II	38	3.3.1.1.1	Generation of MIS reports as per requirement.	<p>a) How many MIS reports required.</p> <p>b) Any specific templates reports required.</p> <p>c) Any specific requirement for local language reports required.</p>	<p>Please Refer Section 3.3.1.1.5 of Volume II of the RFP – Page 45.</p> <p>Not Envisaged</p>
32	I	18	5.6.3.2.1 (2)	<p>The bidder should be in the business as IT System Integrator (SI) for more than 5 years (as of 31st March 2015). SI Services should include “Application Development” along with any 3 of the following services through a single contract in India:</p> <ol style="list-style-type: none"> <li>1. Application Support and Maintenance</li> <li>2. Installation and Commissioning of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure)</li> <li>3. Maintenance of IT Compute Infrastructure (Data Centre /Disaster Recovery Infrastructure)</li> <li>4. Help Desk Services</li> <li>5. Training &amp; Capacity Building</li> </ol>	<p>Please modify the clause as:</p> <p>The Bidder/Consortium Partner should be in the business as IT System Integrator for within 3 years as of 31st March 2015. SI Services should include “Application Development and Implementation” along with any 2 of the following services through a single project with the same client:</p> <ol style="list-style-type: none"> <li>1. Application Support and Maintenance</li> <li>2. Installation and Commissioning of IT Compute Infrastructure (Data Centre / Disaster Recovery Infrastructure)</li> <li>3. Maintenance of IT Compute Infrastructure (Data Centre /Disaster Recovery Infrastructure)</li> <li>4. Help Desk Services</li> <li>5. Training &amp; Capacity Building</li> </ol>	Tender Clause Remain Unchanged
33				We request you to include consortium in this tender	Consortium will help to provide appropriate solution since this tender contains Software development, IT Infra Integration, Bandwidth	Tender Clause Remain Unchanged

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					connectivity and DC&DR Hosting	
34	II	72	4.2	844 Label Printers allotted to Societies. However Desktop Allotted to Societies are nil.	No mentioning about PC availability at Societies.	PC to societies is not envisaged as scope of SI
35	II	82	4.2 (F)	No specific mentioning about HDD	Minimum Spec required.	Minimum internal storage is specified. Bidder has to size appropriately for the solution proposed.
36	II	83	4.5 (H)	DMP Print Speed Two types given: Print Speed (DRAFT) 360 CPS @ 12 CPI Print Speed 100 CPS @ 10 CPI	DMP Print Speed needs to be as below: Print Speed (HS Draft) 360 CPS @ 12 CPI Print Speed (LQ Draft) 100 CPS @ 12 CPI	Please Refer Corrigendum I
37	II	84	4.5 (I)	Barcode Reader – Specification does not State Technology Type 1D or 2D.	Need clarification for the scanner technology. Will it be 1D or 2D	The requirement is spelt out in clause 3.3.1.8 of Volume II of the RFP. Page 53.  Further as specified in Page 84 – Bar Code Reader Specification, The reader provided by the SI should be compatible to scan the barcode generated by the InfoTex solution.
38	III	73	33.1	SLA for user location	Both Critical & non critical are having same average UPTIME parameters. Kindly clarify	Please Refer Corrigendum I
39	III	72	33.1	SLA for user location - Availability of network connectivity with average UPTIME of 99%	The Only OEM for VPN over Broad Band Connectivity is BSNL. Based on our interaction, they could not able to provide 99% uptime. Kindly amend this clause based on BSNL SLA terms	The SLA for connectivity and all other scope of the SI will be calculated on average uptime basis (for all locations). And, it is not link wise SLA requirement. However, the SLA framework given in the

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					and de-link this clause.	RFP can be modified on a mutually agreeable basis, based on the experience and learnings during the pilot phase.
40	I	116	IV – Price Bid	Capex / (capex + opex) ratio should not exceed 40% for cloud	<p>Here, for Cloud module, the Capex should not exceed 40% of total bid value.</p> <p>In general practice the Capex should be around 50% to 60% of total bid value.</p> <p>Hence it is requested that the clause may be modified to Capex 57% of bid value.</p>	Tender Clause Remain Unchanged
41	I	117	V – Price Bid	Capex / (capex + opex) ratio should not exceed 50% for SDC module	Same as above	Tender Clause Remain Unchanged
42				Please add the following to Cloud Specification	<p>General – Request to include /queries for Cloud Service Provider (CSP)</p> <p>a. Schedule F1, You have specified the vCPU and Memory in cloud. Every application needs different amount of compute and memory and architecture. In the case of few applications, instead of having one machine of 16 vCores, architecture demands for 2 machines of 8 cores or 4 machines of 4 vCores in load balancing mode/active cluster. Request you to please modify this to</p>	Please Refer the note (S.No:7) in Page 102 of Volume I of the RFP

#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					<p>include "Indicative sizing - Bidder free to modify based on their application requirement"</p> <p>b. CSP must have at least 2 cloud regions within India but are separated by more than 1000Kms to provide DR / Backup / BCP in case of disaster. Preferably one of the data centres should be in Chennai or Tamilnadu.</p> <p>c. Enterprise grade SLAs with an assured uptime of 99.5% (measured as Total Uptime Hours / Total Hours within the Month), SLA should be measured at the VM Level and at the Storage level</p> <p>d. Since Online buying is in the RFP, the CSP should be certified for PCI 3.0</p> <p>e. CSP should be able to confirm that the data at rest will remain in India</p> <p>f. CSP should have technology specifically designed to safeguard Customer Data so that it cannot be accessed or compromised by co-tenants.</p> <p>g. CSP should make at least 3 copies of the data stored in one location to</p>	<p>Response to b to l: The functional and technical requirements spelt out in the tender to be taken as reference to design the solution by the SI in order to meet all the tender requirements and the Service Level Agreement.</p>



#	Volume	Page No.	Tender Clause No.	Tender Clause	Pre-bid Queries	Clarifications
					<p>avoid data loss.</p> <p>h. Data in transit from customer location to CSP cloud or between CSP locations should be encrypted.</p> <p>i. The Cloud should provide option for implementing best in class encryption of customer data.</p> <p>j. CSP should provide option of shutting down the unused compute during nights/off peak periods.</p> <p>k. CSP should be able to offer IAAS, SAAS &amp; PAAS as required by the department.</p> <p>l. Solution should be able to scale if department chooses to implement Analytics/BI in the future.</p>	

**2. Following corrections are made in the Tender Document**

#	Volume	Page No.	Tender Clause No and Details.	Tender Clause ( Existing)	Tender clause (To be Read as )
1	I	22	5.6.3.3.1 – Technical Evaluation Criteria – 1 (C) – IT Cloud Infrastructure Management	<p>Existing Point System The marks would be provided based on the following :</p> <p>I. Number of Projects (Cloud exp only ) a. 1 Projects = <b>3Marks</b> b. 2 Projects = <b>4Marks</b> c. 3 &amp; above = <b>5 Marks</b></p> <p>II. Combined Project Value of maximum three projects a. INR 50 lakhs to 60 lakhs = <b>3 Marks</b> b. INR 60 lakhs to 1 cr. = <b>4 Marks</b> c. INR 1 Cr. And above = <b>5 Marks</b></p>	<p>Existing Point System The marks would be provided based on the following :</p> <p>I. Number of Projects (Cloud exp only ) a. 1 Projects = <b>4 Marks</b> b. 2 &amp; above Projects = <b>5 Marks</b></p> <p>II. Combined Project Value of maximum two projects a. INR 50 lakhs to 60 lakhs = <b>4 Marks</b> b. Above INR 60 lakhs = <b>5 Marks</b></p>
2	I	22	5.6.3.3.1 – Technical Evaluation Criteria – 1 (D) – Software Development Projects	<p>Existing Point System The marks would be provided based on the following :</p> <p>I. Number of Projects (Cloud exp only ) a. 1 Projects = <b>3Marks</b> b. 2 Projects = <b>4Marks</b> c. 3 &amp; above = <b>5 Marks</b></p> <p>II. Combined Project Value of maximum three projects a. INR 50 lakhs to 60 lakhs = <b>3 Marks</b> b. INR 60 lakhs to 1 cr. = <b>4 Marks</b> c. INR 1 Cr. And above = <b>5 Marks</b></p>	<p>The marks would be provided based on the following :</p> <p>I. Number of Projects a. 1 Projects = <b>3Marks</b> b. 2 Projects = <b>4Marks</b> c. 3 &amp; above = <b>5 Marks</b></p> <p>II. Combined Project Value of maximum three projects a. INR 50 lakhs to 60 lakhs = <b>3 Marks</b> b. INR 60 lakhs to 1 cr. = <b>4 Marks</b> c. INR 1 Cr. And above = <b>5 Marks</b></p>

#	Volume	Page No.	Tender Clause No and Details.	Tender Clause ( Existing)	Tender clause (To be Read as )																				
3	II	83	4.5 (H) - 80 Column Dot Matrix Printer	Printer Speed (Draft): 360 cps @ 12 cpi and above  Printer Speed: 100 cps @ 10cpi and above	Printer Speed (HS Draft): 360 cps @ 12 cpi and above  Printer Speed (LQ Draft): 100 cps @ 10cpi and above																				
4	III	73	33.1 – Operations SLA criteria – Post Roll out  S.No. 2 – User Locations SLA Parameter and Penalty (quarterly basis)	<p><b>Non-Critical</b></p> <table border="1"> <thead> <tr> <th>Average Uptime (allocations)</th> <th>Penalty (%)</th> </tr> </thead> <tbody> <tr> <td>&gt; 99 %</td> <td>Nil</td> </tr> <tr> <td>&gt;98%&amp; less than 99%</td> <td>0.25% on the OPEX payable</td> </tr> <tr> <td>98%</td> <td>0.5% on the OPEX payable</td> </tr> <tr> <td>For Every 0.5% drop below 98% till reaching the cap of 2.5% of the OPEX</td> <td>Additional 0.5% on the OPEX payable</td> </tr> </tbody> </table>	Average Uptime (allocations)	Penalty (%)	> 99 %	Nil	>98%& less than 99%	0.25% on the OPEX payable	98%	0.5% on the OPEX payable	For Every 0.5% drop below 98% till reaching the cap of 2.5% of the OPEX	Additional 0.5% on the OPEX payable	<p><b>Non-Critical</b></p> <table border="1"> <thead> <tr> <th>Average Uptime (allocations)</th> <th>Penalty (%)</th> </tr> </thead> <tbody> <tr> <td>&gt; 98 %</td> <td>Nil</td> </tr> <tr> <td>&gt;97%&amp; less than 98%</td> <td>0.25% on the OPEX payable</td> </tr> <tr> <td>97%</td> <td>0.5% on the OPEX payable</td> </tr> <tr> <td>For Every 0.5% drop below 97% till reaching the cap of 2.5% of the OPEX</td> <td>Additional 0.5% on the OPEX payable</td> </tr> </tbody> </table>	Average Uptime (allocations)	Penalty (%)	> 98 %	Nil	>97%& less than 98%	0.25% on the OPEX payable	97%	0.5% on the OPEX payable	For Every 0.5% drop below 97% till reaching the cap of 2.5% of the OPEX	Additional 0.5% on the OPEX payable
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**Managing Director  
ELCOT**