



## Tea Board India

(Under Ministry of Commerce & Industry, Dept. of Commerce, Govt. of India)

14, B.T.M Sarani (Brabourne Road), Kolkata- 700 001

Website: [www.teaboard.gov.in](http://www.teaboard.gov.in)

e-Mail: [secytboard@gmail.com](mailto:secytboard@gmail.com)

Phone No. +91 33 2237 1161

### **CORRIGENDUM-2**

**Amendments in respect to the Request for Proposal (RFP) for Selection of Implementing Agency for Design, Development, Cloud-Hosting, Testing, Implementation, Operation and Maintenance of e-Office Application for Tea Board India.**

**Tender No. IT/e-Office/2020**

**Dated: 24-Feb-2020**

**CPP Portal Tender ID: 2020\_TBI\_547455\_1**

Sl. No.	Clause Mentioned in RFP Document / Query raised by the Bidder	Tea Board's Amendment
1.	The Bidder should have a Development office in Kolkata. (Point 7 of Annexure-X Document Checklist)	Having a Development office in Kolkata <b>is not a pre-requisite</b> for qualification for this Tender. Revised Form 5 (at Annexure-I) enclosed with this corrigendum may be filled-in.
2.	Timeline for the GO-LIVE of the project from issuance of the Work Order 120 Days (Clause No. 5.15)	Timeline for the GO-LIVE of the project from issuance of the Work Order <b>180 Days</b>
3.	To improve the knowledge Management practices (Clause No. 1.4 b)	This clause is deleted.
4.	Under no circumstances, EMD, Tender Document, Tender Fees and Financial proposal shall be submitted in hard copy. If any of the documents are found to be submitted in hard copy, the bid will be summarily rejected.	Bidder can submit hard copy of <b>ONLY TECHNICAL BID</b> to The Secretary, Tea Board's Head Office at 14, B. T. M. Sarani (Brabourne Road), Kolkata – 700 001. Under no circumstances, EMD, Tender Fees and Financial proposal shall be submitted in hard copy. All documents shall be submitted through CPP Portal.
5.	Shall there be Document Management System in this e-Office solution	YES.

6.	Project Phase I, II and II as mentioned in the System Requirement Specification (Clause No. 5.3)	The entire project will be rolled-out in <b>Single Phase</b> .
7.	Deployment of Manpower (Clause No. 5.13.1)	<p>Educational Qualification and Work Experience of Manpower to be deployed at O&amp;M Phase:</p> <ol style="list-style-type: none"> <li>1. Should minimum be a Graduate in any stream from a recognized Indian University.</li> <li>2. Should possess expert working knowledge of Computer/Laptop/ Tablet/Smart Phone.</li> <li><b>3. Should have good experience in working similar kind of project as a Helpdesk Personnel.</b></li> <li>4. Should be very fluent in English and Hindi in all modes of communication.</li> </ol>
8.	<p>i) 20% Payment will be made Software Development, Deployment, User Acceptance Testing &amp; Go-live of all modules and features.</p> <p>ii) 50% of Payment will be made in 20 installments during Operation &amp; Maintenance Phase</p> <p>(Clause No. 4.24; Payment Terms and Conditions)</p>	<p>i. 30% Payment will be made for the milestone of Software Development, Deployment, User Acceptance Testing &amp; Go-live of all modules and features.</p> <p>ii) 40% of Payment will be made in 20 installments during Operation &amp; Maintenance Phase</p>
9.	Please provide the details of all locations/Offices across India under Tea Board.	<p>Please visit Tea Board's official website at <a href="http://www.teaboard.gov.in">http://www.teaboard.gov.in</a>. All the office details are available under <b>Directory -&gt; Office Address</b> Page.</p> <p>A detailed List of Office locations is enclosed with this corrigendum at <b>Annexure-II</b>.</p>
10.	Chapter 4 does not say anything about Consortium and Joint Venture in this RFP. It is requested to either allow Consortium/Joint Venture or offer the third party OEM cloud hosting services	No Consortium or Joint Venture is allowed.
11.	<p>4.13 Authentication of Bid 4.14 Language of Bids 4.15 Bid Submission Format 4.16 Submission of Bids these line items are missing in the document</p> <p>Request to include this in the RFP</p>	<p><b>4.13 Authentication of Bid</b> One copy of Bid document shall be signed &amp; stamped in all pages and submitted along with the letter of authority for authorizing a person or a number persons for the bid. All pages of the bid and its annexures etc. shall be signed and stamped by the person or persons signing the bid. In case of board resolution authorizing a person or a number of persons responsible for the bid, the board resolution shall be submitted.</p> <p><b>4.14 Language of Bids</b> This bid should be submitted in English language only.</p> <p><b>4.15 Bid Submission Format</b></p>

		<p>The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.</p> <p><b>4.16 Submission of Bids</b> The entire bid (EMD and Tender Fees Details, Technical and Financial Bid) has to be submitted through CPP portal. (<a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>).</p>
12.	The Bidder should be a company registered in India for over 10 years and in existence.	The Bidder should be a company registered in India for over 05 (Five) years in existence.
13.	The Bidder should have minimum 10 years of experience in Software Design, Development, Implementation and Technical support services of Government Departments / PSUs.	No Amendment, as per RFP
14.	The Bidder should have positive net worth during the last three financial years 2016-17, 2017-18, 2018-19.	No Amendment, as per RFP
15.	The Bidder should be CMMI Level 3 or above certified.	No Amendment, as per RFP
16.	The Bidder should be conforming to international security standard of ISO 27001.	No Amendment, as per RFP
17.	The Bidder should be conforming to international quality standard of ISO 9001.	The Bidder should be conforming to international quality standard of ISO 9001.
18.	The Bidder should have implemented at least two software projects having a minimum of 1000 + registered users in the Central / State Governments / PSUs.	No Amendment, as per RFP
19.	It is requested to Bid evaluation using a weightage of 70:30 ratio.	No Amendment, as per RFP
20.	<p>Please confirm if it is a SaaS model or not.</p> <p>If it is SaaS model, then software application with source code, necessary licenses and IPR cannot be transferred to the PURCHASER. Please clarify</p>	<p>Tea Board will provide GCC Cloud platform on which Bidder has to Host, Configure and run the e-Office application considering free and open source community edition for OS and DB.</p> <p>The Bidder shall bear cost for any proprietary OS or Database License, if there is any.</p>
21.	Please clarify the statement "CSP will accordingly be changed with mutual consent of both the parties in writing."	No Change, as per RFP
22.	Kindly provide the volume of data to be digitized and migrated.	Tea Board is having an employee strength of 400+ and Service Books, PR Files etc. are to be digitized.
23.	Provide the support to the technical team of the other government departments for deploy and configure the system in their departments. (Clause 5.10)	Provide technical support to all departments of Tea Board.
24.	Please specify the location where onsite team is to be deployed.	<p>Only one Helpdesk Person will be deployed at Tea Board India Head Office, Kolkata. 14, B.T.M. Sarani (Brabourne Road) Kolkata - 700 001</p>

25.	Kindly request to include the new development and enhancement under the “Change Management”, since it is difficult to define the cost at this stage and calculate the charges accordingly.	No Amendment, as per RFP
26.	Request to amend the condition as TA / DA may be borne by the PURCHASER at actuals.	TA/DA will be allowed only after prior approval of the Competent Authority of Tea Board on case-to-case basis.
27.	<p>II. Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Selected bidder to the TEA BOARD or its nominated agency, or a Replacement Selected bidder ("Transfer Regulation") applies to any or all of the employees of the Selected bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.</p> <p>III. To the extent that any Transfer Regulation does not apply to any employee of the Selected bidder or its Replacement Selected bidder may make an offer of employment or contract for services to such employee of the Selected bidder and the Selected bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Deputy Chairman, Tea Board or any Replacement Selected bidder.</p> <p><b>Request to remove the above two conditions.</b></p>	No Amendment, as per RFP
28.	<p>Request to amend the criteria as follows:</p> <p>a. More than or equal to 50 professionals (20 Marks)</p> <p>b. Less than 20 but more than or equal to 10 professionals (15 marks)</p> <p>c. Less than 10 professionals but more than 2 professionals (5 Marks)</p> <p>d. Less than 2 professionals ( 0 Marks )</p>	No Amendment, as per RFP
29.	<p>Request to amend the criteria as follows:</p> <p>a. More than or equal to 3 Projects (10 Marks)</p> <p>b. 2 Projects (5 Marks)</p> <p>c. 1 Project (2.5 Marks)</p> <p>d. No Projects (0 Marks)</p>	No Amendment, as per RFP

30.	Request to amend the criteria as follows: a. Annual Turnover >= INR 3 Crores (10 Marks) b. Annual Turnover >= INR 2.5 Crores & < INR 3 Crores (5 Marks) c. Annual Turnover < INR 2.5 Crores (0 Marks)	No Amendment, as per RFP
31.	1. CMMI Certification  The Bidder should be CMMI Level 3 or above certified. · CMMI Level 3 – 5 Marks · CMMI Level 4 – 10 Marks · CMMI Level 5 – 15 Marks  (Submit copy of valid documentary evidence)  2. Experience in Government Sector / PSUs  The Bidder should have received at least ten orders for web based software projects in the Government sector / PSUs. · 10 Orders – 10 Marks · 15 or More Orders – 15 Marks  (Submit Copy of Work Orders)	No Amendment, as per RFP
32.	It is requested to amend the checklist based on the modifications.	Amendment reg. the Development office may follow in this corrigendum only.
33.	Prequalification criteria are not explicitly mentioned. Please provide the same.	No Amendment, as per RFP
34.	Since the whole document is digitally signed, do we need to sign each and every page of the technical proposal? Please clarify.	YES, whole document of Technical Bid must be signed in each and every page.
35.	If it is submitted through CPP portal, is there any option to upload the countersigned RFP as well? Please Clarify.	Please upload all the document under the packet Named "Technical Bid" in CPP Portal.

Sd/-  
(Dr. Rishikesh Rai)  
Secretary

## Annexure-I

### Form 5: Details of Development Office(s) of the firm

*{To be submitted on the official Letterhead of the bidder}*

Information about Development Office(s) of the Responding Firm		
Name of the Organization:		
Registered Office Address:		
Telephone:	Fax:	
Email:	Website:	
Status of Firm/Company (Public Ltd. / Pvt. Ltd. etc.)		
Details of Registration (Ref eg. ROC Ref#)		Date
		Ref#
Details of GST Registration Certificate:		
Number of professionals (on Bidder's pay-roll) with required skill-set mentioned posted in all the Development Office(s). Attach resumes of the professionals with this form.		
Locations and address(es) of development office(s):		
<b>Sl. No.</b>	<b>Office Location &amp; Full Address</b>	<b>No. of Total Employees</b>
1.		
2.		
3.		

Sincerely,

Name of the Authorized Signatory:

Designation:

Signature:

Date:

Official Seal:

## Annexure-II

### Addresses of Tea Board Offices in India and Abroad

#### West Bengal & Bihar

Tea Board 14, BTM Sarani, Kolkata - 700 001. Tel. :033-22351331/Fax: 033-2221-5715 E-mail : <a href="mailto:secyteaboard@gmail.com">secyteaboard@gmail.com</a> Website : <a href="http://www.teaboard.gov.in">www.teaboard.gov.in</a>	Tea Board Regional Office, Birpara, Usha Complex, M.G . Road, Alipurduar, W.B. 735204 Ph-03563-266542 Email: <a href="mailto:teaboardbirpara@gmail.com">teaboardbirpara@gmail.com</a>
Darjeeling Tea Research and Development Centre (DTR & DC) Acharya Bhanu Path, Kurseong – 734 203, Darjeeling Tel: 0354-230287 Fax & Tel: 0354-230218 Email: <a href="mailto:teaboarddarjeeling@gmail.com">teaboarddarjeeling@gmail.com</a>	Tea Board, Regional Office, Islampur, Power House Para, Opposite to Main Bus Terminus, PO: Islampur, Dist. Uttar Dinajpur, W.B. 733202 Email: <a href="mailto:teaboardislampur@gmail.com">teaboardislampur@gmail.com</a>
Tea Board, Regional Office, Rahut Bari, Babupara, Ward No. 7, P.O. & Dist. : Jalpaiguri-735 101, West Bengal. Telephone: 03561-225146 Email: <a href="mailto:teaboardjal@gmail.com">teaboardjal@gmail.com</a>	Tea Board, Zonal Office, Sahid Bhagat Singh Commercial Complex, (3 <sup>rd</sup> floor), 2 <sup>nd</sup> Mile, Sevoke Road, Siliguri – 734 001, West Bengal Tel/Fax: 0353-2544778 E-mail: <a href="mailto:siliguriteaboard@gmail.com">siliguriteaboard@gmail.com</a>
QUALITY CONTROL LABORATORY (QCL) Tea Board , Tea Park (back side of NJP Railway Station), Siliguri-735135	Tea Board, Sub Regional Office, P.O: Thakurganj, Dist: Kishanganj, Bihar

#### Tamil Nadu

The Executive Director Tea Board Zonal Office, “SHELWOOD”, Library Road, Post Box No. 6. Coonoor – 643 101, The Nilgiris, Tamil Nadu Tel: 0423-2231638/2230316*[D] Fax: 0423-2232332, 2231484-Res E-mail: <a href="mailto:teaboardcoonoor@rediffmail.com">teaboardcoonoor@rediffmail.com</a>	Tea Board, Regional Office, In front of Co-operative Bank, Mysore Road, Gudalur-643 212, The Nilgiris, Tamil Nadu Tel: 04262-262316 Email: <a href="mailto:teaboardgudalur@gmail.com">teaboardgudalur@gmail.com</a>
<ol style="list-style-type: none"><li>1. Tea Board Regional Office, 139, Eldams Road, Teynampet (2<sup>nd</sup> floor), Chennai – 600 002, Tamil Nadu.</li><li>2. Tea Room, Tea Board Chennai Secretariat, Shop No. 3, 4<sup>th</sup> St. George, Chennai-600 009, TEL: 044-24342754/Fax: 044-24341650, E-mail: <a href="mailto:teaboardchennai@sancharnet.in">teaboardchennai@sancharnet.in</a></li></ol>	

### Kerala

Tea Board Indira Gandhi Road, Willingdon Island, Cochin – 682 003, Kerala Tel: 0484-2666523/2340481 Fax: 0484-2666648 E-mail: <a href="mailto:teaboardkochi@sancharnet.in">teaboardkochi@sancharnet.in</a>	Tea Board, Regional Office, 511/1, Kallolickal Building, Peermade Post, Idukki District, Kerala-685 509 Tel: 04869-222628 Email: <a href="mailto:teaboard.kumily@gmail.com">teaboard.kumily@gmail.com</a>
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### Andhra Pradesh

Tea Nook, Near C.R.O.(G) Office, (opposite to Railway Reservation Counter), Tirumala– 517 504, Andhra Pradesh
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### Assam, Tripura, Arunachal Pradesh, Mizoram and Meghalaya

The Executive Director Tea Board, North Eastern Zonal Office, Housefed Complex, 5 <sup>th</sup> & 6 <sup>th</sup> floor, Central Block, Beltola-Basistha Road, Dispur, Guwahati – 781006. Ph: 0361-2228944/2228945 Fax: 0361-2234251 Email: <a href="mailto:teaboardguwahati@hotmail.com">teaboardguwahati@hotmail.com</a>	Tea Board, Regional Office, ITI Road, PO: Indranagar, via-Kunjaban, Agartala, Tripura-799006 Tel: 0381-2354639/Fax: 0381-2354182 Email: <a href="mailto:teaboard.agartala@gmail.com">teaboard.agartala@gmail.com</a>
Small Growers Development Directorate, Zig-Zag Road, Chowkidinghee, Opp. to Shantiniketan Apartment, P.O. : Dibrugarh-786 001 Tel: 0373-2324982 E-mail: <a href="mailto:teaboardsgdd@gmail.com">teaboardsgdd@gmail.com</a> <a href="mailto:teaboarddibrugarh@gmail.com">teaboarddibrugarh@gmail.com</a>	Tea Board, Regional Office, Club Road, Silchar – 788 001, Dist: Cachar, Assam. Tel: 03842-232518 E-mail: <a href="mailto:silchar_tboard@rediffmail.com">silchar_tboard@rediffmail.com</a>
Tea Board, Regional Office, Private Residence, 2 <sup>nd</sup> Floor, Near Kingcup School, V.I.P Road, P.O: Itanagar, Arunachal Pradesh-791 111 E.mail: <a href="mailto:teaboarditanagar@gmail.com">teaboarditanagar@gmail.com</a>	Tea Board, Regional Office, Tea Research Association Complex, Cinnamara, Jorhat – 785 001, Assam E-mail: <a href="mailto:teaboardjorhat@gmail.com">teaboardjorhat@gmail.com</a>
Tea Board, Regional Office, Opposite Election Office, Dist. : Sonitpur, Ganesh Ghat, Tezpur-784 001, Assam.Tel: 03712-233664 E-mail: <a href="mailto:tezpurteaboard@gmail.com">tezpurteaboard@gmail.com</a>	Tea Board, Sub-Regional Office, L.K. Baruah Road, Amolapatty, Dist: Sivsagar, Assam, PIN: 785640 E-mail: <a href="mailto:teaboard.sivsagar@gmail.com">teaboard.sivsagar@gmail.com</a>
Tea Board, Regional Office, “Punyalaya”, Marwari Patty, Ward No-1, P.O. &Dist: Golaghat (Assam), PIN: 785621, Assam E-mail: <a href="mailto:teaboardgolaghat@gmail.com">teaboardgolaghat@gmail.com</a>	Tea Board, Regional Office, Khargeswar Road, Near BSNL Office, Dist: Tinsukia, Assam, PIN: 786 125 E-mail: <a href="mailto:tinsukiateaboard2019@gmail.com">tinsukiateaboard2019@gmail.com</a>