



CORRIGENDUM - I
For
REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR
FOR
Implementation of Comprehensive IT Governance Solution for Tea Board of India

Tender no. : IT/e-Gov/2013 Date: 18.02.2015
Date: 05.03.2015



Tea Board of India
(Under Ministry of Commerce & Industry, Government of India)
14, B.T.M. Sarani, Kolkata 700 001

RESPONSE TO PRE-BID QUERIES

NOTE: Following sections/subsections stands updated (specific updates are highlighted) in the “REQUEST FOR PROPOSAL FOR SELECTION OF SYSTEM INTEGRATOR FOR Implementation of Comprehensive IT Governance Solution for Tea Board of India Tender no. : IT/e-Gov/2013 Date: 18.02.2015.”

**All other sections/subsections shall be considered unaffected while submitting response to the above cited RFP.
The Bidder shall submit the signed copy of self-declaration that Corrigendum is referred while preparing and submitting the response of this RFP.**

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
1.	Vol. - I	5.4.4 Submission of Proposals - I Prequalification Proposal, Page no. 19	Special Power of Attorney/Board Resolution, duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder	Special Power of Attorney/Board Resolution/ LOA (supported by board resolution or POA) , duly authorizing the person(s) signing the proposal documents to sign on behalf of the bidder and thereby binding the bidder
2.	Vol. - I	6.1 Prequalification Criteria Pt-5, Page 25	Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System integration, Application development, Helpdesk and Application related training /handholding necessarily for this project. Refer to the Important Note below for more details. Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of Rs. 10 Crores each OR Three projects of Rs. 7 Crores each	The clause may be read as: Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System Integration such as Application Development, Helpdesk/Application Support , Application related training/handholding support necessarily for this project. Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of minimum Rs. 10 Crores each OR Three projects of minimum Rs. 7 Crores each OR Four projects of minimum Rs. 5 Crore each
3.	Vol. - I	6.1 Pre-Qualification Criteria, Sl. No:-8, Page No 25	The responding firm must have at least 500 IT professionals on its payroll	The responding firm must have at least 300 IT professionals on its payroll as on 31.12.2014
4.	Vol. - I	6.1 Prequalification Criteria Pt-11, Page 26	Copy of Board resolution, authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in ref : "Bidder's Authorization Certificate (Must be on a Non-Judicial Rs. 100/- Stamp Paper)"	Copy of Board resolution/ LOA (supported by board resolution or POA) , authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in ref : "Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)"
5.	Vol. - I	6.2 Technical Qualification Criteria,	6.2 Technical Qualification Criteria	The revised 6.2 Technical Qualification Criteria is attached in Annexure – II of Corrigendum - I

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
		Page 28		
6.	Vol. - I	7.5 Performance Guarantee, Page 42	The Performance Guarantee should be valid for a period of 4 years and it shall be renewed or placed from time to time till the completion of the project	The Performance Guarantee should be valid for a period of (4 years)/(3 years initially and has to be extended for another year at least) and it shall be renewed or placed from time to time till the completion of the project
7.	Vol. I	Form 4A: Compliance Sheet for Pre-Qualification Proposal Page 52	Form 4A: Compliance Sheet for Pre-Qualification Proposal	Revised "Form 4A: Compliance Sheet for Pre-Qualification Proposal" is attached as Annexure – VI to Corrigendum - I
8.	Vol. I	Form 4B: Compliance Sheet for Technical Proposal Page 56	Form 4B: Compliance Sheet for Technical Proposal	Revised "Form 4B: Compliance Sheet for Technical Proposal" is attached as Annexure – VII to Corrigendum - I
9.	Vol. - I	Form 24: Details of Local Presence in West Bengal, Page 83	Please provide a self declaration to open a office within 2 months from date of the agreement/LOI/Work order.	Please provide a self declaration to open a office within 1 (one) month from date of the agreement/LOI/Work order.
10.	Vol. I	Form 2A: Details of Bill of Material and Capital Cost Computation, Sl. no. 9, Page 95	"Backup Server"	This line item stands deleted. Revised Form 2A: Details of Bill of Material and Capital Cost Computation is attached as Annexure – IV to Corrigendum – I
11.	Vol. I	Form 2A: Details of Bill of Material and Capital Cost Computation, System software, Page 96	Inclusion of new item	DR management and synchronization tool added to the Bill of Material. Revised Form 2A: Details of Bill of Material and Capital Cost Computation is attached as Annexure – IV to Corrigendum – I
12.	Vol. I	Form 2A: Details of Bill of Material and Capital Cost Computation, System	Network printers (Regional and Zonal Offices) & High Duty Scanner (ADF flatbed)	Item: Network printers (Regional and Zonal Offices) & Heavy Duty Scanner (ADF flatbed) Revised Form 2A: Details of Bill of Material and Capital Cost Computation is attached as Annexure – IV to Corrigendum – I

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
		software, Page 96		
13.	Vol. – II	3.1 Introduction, Page 12	Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular upgrades / patches.	Keep all system software i.e. OS, antivirus, office applications etc., for Servers, PCs etc. at Data Centre and various locations, up to date by installing regular updates / patches.
14.	Vol. - II	3.1 Introduction, Page 12	<p>3. Procure the desktops, network scanners/printers, switch, router, networking equipment, system software etc., install the same.</p> <p>4. Procure, install, commission, operate and maintain:</p> <ol style="list-style-type: none"> a. Requisite hardware & system software at Tea Board of India (TBI)'s HQ, selected Data Centre and other locations as per the requirements mentioned in this RFP b. Networking equipment, connectivity and LAN as per the requirements mentioned in this RFP, c. Meet the defined SLAs for the performance of the system <p>10. Provide necessary support for the resolution of bugs, patches & upgrades of the software solution.</p> <p>20. Regular Backup as per the schedule and Disaster Recovery.</p>	<p>Inclusion of the indicative list for hardware distribution.</p> <p>3. Procure the desktops, network scanners/printers, switch, router, networking equipment, system software etc., install the same at TBI office (Refer to Annexure – I of Corrigendum – I for the hardware distribution list).</p> <p>4. Procure, install, commission, operate and maintain:</p> <ol style="list-style-type: none"> a. Requisite hardware & system software at Tea Board of India (TBI)'s HQ, selected Data Centre and other locations as per the requirements mentioned in this RFP b. Meet the defined SLAs for the performance of the system <p>10. Provide necessary support for the resolution of bugs, patches & updates of the software solution.</p> <p>20. Take regular backup.</p>
15.	Vol. II	3.1.2 DC & DR Arrangement by TBI, Page 13	<p>Indicative arrangement for DC & DR:</p> <p>TBI will Host the application in a government cloud, the probable offerings from the government cloud are listed below.</p> <ol style="list-style-type: none"> 1. Provide 99.5% uptime. 2. The NOC (network operation centre) of cloud data centre may provide managed 	<p>Indicative arrangement for DC & DR:</p> <ol style="list-style-type: none"> 1. As a part of the bid response the SI has to provide the configuration that they propose for each VM in terms of vCPUs, RAM and Storage. 2. An indicative VM configuration is provided as Annexure – VIII to Corrigendum - I, the indicative VM configuration is for the server instances at DC

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>services</p> <ol style="list-style-type: none"> 3. The Cloud services should be accessible via internet and private connectivity like Leased line and MPLS links 4. The self-service portal provided by the cloud environment may automate for network provisioning including the VLAN and IP subnets, load balancer provisioning, firewall ACL rules provisioning, server provisioning etc. 5. A dashboard may be provided for complete automation of the orchestration, administration, provisioning, management, features that may be provided are : <ol style="list-style-type: none"> a. Easy-to-use interface: The simple, flexible web-based user interface b. Granular control of resources: ability to configure servers, supporting the customization of CPU, memory and storage on servers c. Granular Network Management: Provision, Addition and change of IP address, coupled with firewall management with global IP address translation, inbound/outbound policy creation and management, Load balancer management, etc. d. Role-based Access Control (RBAC): Granular administrator permissions controlling the activities of each administrator like Network administrator, Server administrator etc. e. Server Anti-affinity: May have the capability to allow users to define anti-affinity rules for their servers to ensure application availability even if more than 1 physical blade 	<p>and DR.</p> <ol style="list-style-type: none"> 3. TBI has requested for some allocation from the government cloud. The Virtualization technology is bare-metal based on VMWare. SI has to ensure that the proposed solution functions on the VM environment already available with the cloud operator. 4. TBI will send a request to the cloud data center operator for providing the actual VM configuration as proposed by the selected bidder during their bid response. 5. The cloud data center operator will configure the VM as per the request of the selected bidder. 6. The SI has to install the proposed OS and provide the virtual machines to TBI. The proposed OS should be either RHEL 6.x or Windows Server latest edition. 7. The maintenance, further configuration and the scaling of the VM during contract period would be the SI's responsibility. <p>TBI will Host the application in a government cloud enabled DC, the probable offerings from the government cloud are listed below.</p> <ol style="list-style-type: none"> 1. Provide 99.5% uptime. 2. The NOC (network operation centre) of cloud data centre may provide managed services 3. The Cloud services should be accessible via internet and private connectivity like Leased line and MPLS links 4. The self-service portal provided by the cloud environment may automate for network provisioning including the VLAN and IP subnets, load balancer provisioning, firewall ACL rules provisioning, server provisioning etc. 5. A dashboard may be provided for complete automation of the orchestration, administration, provisioning, management, features that may be

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>is down</p> <ul style="list-style-type: none"> f. Separate dedicated physical layer-2 VLAN provision with firewall ACLs at IP and port level between the VLANs and for every network segment created by client. g. May provision for deploying Web/App/DB tiers in separate security zones with ACL control between them. <p>6. Cloud Servers will support popular operating systems including Linux, Microsoft Windows</p> <p>The cloud environment may provide built-in security like IDS / IPS, DDoS mitigation, firewall and load-balancer should be provided by the cloud platform</p>	<p>provided are :</p> <ul style="list-style-type: none"> a. Easy-to-use interface: The simple, flexible web-based user interface b. Granular control of resources: ability to configure servers, supporting the customization of CPU, memory and storage on servers c. Granular Network Management: Provision, Addition and change of IP address, coupled with firewall management with global IP address translation, inbound/outbound policy creation and management, Load balancer management, etc. d. Role-based Access Control (RBAC): Granular administrator permissions controlling the activities of each administrator like Network administrator, Server administrator etc. e. Server Anti-affinity: May have the capability to allow users to define anti-affinity rules for their servers to ensure application availability even if more than 1 physical blade is down f. Separate dedicated physical layer-2 VLAN provision with firewall ACLs at IP and port level between the VLANs and for every network segment created by client. g. May provision for deploying Web/App/DB tiers in separate security zones with ACL control between them. <p>6. Cloud Servers will support popular operating systems including Linux, Microsoft Windows</p> <p>The cloud environment may provide built-in</p>

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
				security like IDS / IPS, DDoS mitigation, firewall and load-balancer should be provided by the cloud platform
16.	Vol. II	3.2.5 Capacity Building / Training, Page 26	Inclusion of new clause	Indicative list of staffs at various offices of Tea Board is attached as Annexure – III to Corrigendum – I
17.	Vol. II	5. Annexures Note: The specifications given under each BOM components in this RFP are Minimum. Any specification higher than the same will be accepted. 5.1 Template for Bill of Material Form A: Bill of Material (Indicative) Page 36	Form A: Bill of Material (Indicative)	Revised “Form A: Bill of Material Indicative)” is attached as Annexure – V to Corrigendum - I
18.	Vol. II	5.2 Indicative Minimum Specification for Bill of Material, Sl. no. 9, Page 38	“Backup Server”	This line item stands deleted
19.	Vol. II	5.2 Indicative Minimum Specification for Bill of Material, Sl. No. 2, Internet Router, Page 38	2 RU and 1 RU units with up to 3 GE ports and up to 1 SFP port UCS-E service module that and third-party apps, VMware ESXi, and MS hypervisor Up to 2 service modules, 1 integrated service module (ISM) to host application services Up to 50 LAN switch ports, 4 Enhanced High-Speed WAN Interface Card (EHWIC) slots Security Embedded hardware-accelerated VPN encryption, and Cisco Cloud Web Security Integrated threat control using Firewall and IOS IPS	2 RU and 1 RU units with up to 3 GE ports and up to 1 SFP port UCS-E service module that and third-party apps, VMware ESXi, and MS hypervisor Up to 2 service modules, 1 integrated service module (ISM) to host application services Up to 50 LAN switch ports, 4 Enhanced High-Speed WAN Interface Card (EHWIC) slots Security Embedded hardware-accelerated VPN encryption Integrated threat control using Firewall and IOS IPS Unified Communications

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			Unified Communications 2 or 3 on-board digital signal processor (DSP) slots optimized for voice and video Unified Border Element capabilities for up to 2100 sessions	2 or 3 on-board digital signal processor (DSP) slots optimized for voice and video Unified Border Element capabilities for up to 2100 sessions
20.	Vol. – II	5.2Indicative Minimum Specification for Bill of Material - Desktops with MS Office & Windows OS, Page 39	Inclusion of new specification	Speaker: Inbuilt speaker
21.	Vol. – II	5.2Indicative Minimum Specification for Bill of Material - Desktops with MS Office & Windows OS, Page 39	Memory : 4 GB 1066 MHz or higher DDR2 RAM	Memory : 4 GB 1066 MHz or higher DDR3 RAM
22.	Vol. II	5.2Indicative Minimum Specification for Bill of Material, System Software, Page 46	Inclusion of new line item	Item: “DR management and synchronization tool” Recommended Specification: DR management and synchronization tool should be proposed accordingly. The solution must have the capability of automatic and manual (complete or partial) failover and / or fallback from and to TBI's main site.
23.	Vol. – II	5.2Indicative Minimum Specification for Bill of Material, Sl. No. 7, Page 55	Enterprise Management System ((NMS, database management, application monitoring, Network Management, Helpdesk, patch management))	Enterprise Management System (Application monitoring, Helpdesk, Patch management)
24.	Vol. – II	5.2Indicative Minimum Specification for Bill of Material, Sl. No. 7, Page 55	Generic Requirements 1. All the proposed EMS solution should be from a single vendor. 2. Solution shall be open, distributed, scalable, and multi-platform and open to third party integration. 3. Solution shall support Web Interface.	Generic Requirements: 1. All the components of the proposed EMS solution should be seamlessly integrated with each other. 2. Solution shall be open, distributed, scalable, and multi-platform and open to

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>4. The Solution shall provide future scalability of the whole system without major architectural changes.</p> <p><u>Service Desk Management:</u></p> <p>5. Should be OGC Gold level endorsed for ITILv3 in at least the following processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalog and Request Fulfilment.</p> <p>6. The Change Management module should provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation.</p> <p>7. Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location or customer.</p> <p>8. Should support KCS (Knowledge Centered Support) best practices and provide out-of-the-box change category to manage KCS workflow.</p> <p>9. The Change Management module should provide the capability for Release Control Analysis inbuilt providing the stakeholders with automated decision-support to help make more informed assessment and approval decisions during the review process. It should also be able to provide the implementation team with real-time visibility into all in-flight change activity to reduce downtime risks and increase communication between different teams during execution.</p> <p>10. The product must monitor SLAs against</p>	<p>third party integration.</p> <p>3. Solution shall support Web Interface.</p> <p>4. The Solution shall provide future scalability of the whole system without major architectural changes.</p> <p>5. The EMS solution should be supported through OEM, either by license or subscription</p> <p><u>Service Desk Management:</u></p> <p>1. Should be (Axelos (OGC) Gold level endorsed for ITILv3)/(PINK Verify certification for ITIL toolset 2011) in at least 6 of the following processes: Incident management, Problem Management, Change Management, Knowledge Management, Service Level Management, Service Asset and Configuration management, Service Catalog and Request Fulfilment.</p> <p>2. The Change Management module should provide a rule-based workflow system for controlling changes throughout their lifecycle: from initial request to approval, to planning and implementation, and to monitoring and evaluation.</p> <p>3. Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location or customer.</p> <p>4. Should support knowledge management best practices and provide change category to manage Knowledge management workflow.</p> <p>5. The Change Management module should provide the capability for Release Control Analysis inbuilt providing the stakeholders with automated decision-</p>

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>Service, Problem, and Change Management.</p> <p>11. Should provide out of box and customizable reporting and personalized dashboard.</p> <p><u>Application Performance Management:</u></p> <ol style="list-style-type: none"> 1. Web infrastructure Management - The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users. 2. Data, reports and views from the synthetic monitoring solution should be able to be incorporated into common dashboard views along with real user monitoring and infrastructure monitoring. 3. Should provide ability for Diagnostics Monitors as complementing extension for load test solution – Able to breakdown the time spent on each component across presentation, business and database layers. 4. Should drill down from slow, end-user transactions to the bottlenecked component, method or SQL statement, helping to solve memory, exception and other common problems. 5. Should automatically detect all components touched by a business process across layers and traces them with no user intervention. 6. End to end Management of applications (J2EE/.NET based) with deep-dive diagnostics. 	<p>support to help make more informed assessment and approval decisions during the review process. It should also be able to provide the implementation team with real-time visibility into all in-flight change activity to reduce downtime risks and increase communication between different teams during execution.</p> <p>6. The product must monitor SLAs against Service, Problem, and Change Management.</p> <p>7. Should provide out of box and customizable reporting and personalized dashboard.</p> <p><u>Application Performance Management:</u></p> <ol style="list-style-type: none"> 1. Web infrastructure Management - The proposed solution should have the capability to monitor both user and system initiated network traffic between client machines and servers and between servers, collecting network and server performance and availability data in real time, thus enabling administrators to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users. 2. Data, reports and views from the synthetic monitoring solution should be able to be incorporated into common dashboard views along with real user monitoring and infrastructure monitoring. 3. Should provide ability for Diagnostics Monitors as complementing extension for load test solution – Able to breakdown the time spent on each component across presentation, business and database layers.

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>7. Determination of the root cause of performance issues whether inside the Java / .Net application in connected back-end systems or at the network layer.</p> <p>8. Automatic discovery and monitoring of the web application environment and ability to monitor applications with a dashboard.</p> <p>9. Proactive monitoring of all end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnose.</p> <p><u>Network Management:</u></p> <p>1. The solution should allow for Spiral discovery to be run on a continuous basis which tracks dynamic changes near real-time; in order to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.</p> <p>2. The NMS application should provide a Unified Fault, Availability and Performance function from a single station only to reduce network and device loads with unified fault & performance polling. The topology of the entire Network should be available in a single map along with a Network state poll with aggressive/customizable polling intervals.</p> <p>3. It should be able to correlate multiple occurrences of a specific fault on a device within a specified time frame to enable detection of chronic problems. At any given point in time there may not exist a fault for a chronic issue, but we need to know that the condition continues to happen. For example: Circuit down 20 times in last 24 hour, bandwidth</p>	<p>4. Should drill down from slow, end-user transactions to the bottlenecked component, method or SQL statement, helping to solve memory, exception and other common problems.</p> <p>5. Should automatically detect all components touched by a business process across layers and traces them with no user intervention.</p> <p>6. End to end Management of applications (J2EE/.NET based) with deep-dive diagnostics.</p> <p>7. Determination of the root cause of performance issues whether inside the Java / .Net application in connected back-end systems or at the network layer.</p> <p>8. Automatic discovery and monitoring of the web application environment and ability to monitor applications with a dashboard.</p> <p>9. Monitoring of all real end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnose.</p> <p>10. Dashboards should be easily customizable using visual editing capabilities and no coding they should be role-based so that business and IT stakeholders get the necessary visibility into the health of business and provide out-of-box KPIs that can be used to Present different aspects of business service health.</p>

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>thresholds exceeded 30 times in last month, etc.</p> <ol style="list-style-type: none"> 4. The system should support a variety of discovery protocols. The system should take advantage of available information to aid in discovery of the network. Protocols should include ARP, DNS, SNMP, BGP, EIGRP, OSPF, CDP (Cisco), EDP (Extreme), NDP (SONMP-Nortel), FDP (Foundry), EnDP (Enterasys), and LLDP (link-level discovery protocol). 5. Support for discovering and monitoring router redundancy groups using HSRP (Hot Standby Router Protocol) & VRRP (Virtual Router Redundancy Protocol) & recognizing situations that can result in multi-path conditions. 6. Support for port aggregation protocols like PAGP (Port Aggregation Protocol), MLT (Multi-Link Trunk), and SMLT (Split MLT), including visual map-based views & automatic impact assessment based on the relationships between physical and virtual links. 7. Should establish the status of network devices and interfaces with unified status calculation and visualization of network fault & performance data. 8. Should enable efficient workflows using contextual navigation between reports and rich interactive report configuration capabilities 9. Network Performance reporting tool must provide the following capabilities: Data collection and threshold of network device ports (any that support MIB2 including virtual interfaces). 10. Bytes in, Bytes Out, Discards, Errors, Network Delay, CPU, Memory, Buffers, Component Statistics Memory. 	

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
			<p>11. Should honor network fault management tools' secure grouping and multi-tenancy settings. Should be able to schedule key reports for automated delivery by email in HTML, Excel or Pdf formats.</p> <p>12. Should be able to generate a graphical representation of the network. Identify which devices are inactive or out of compliance. Use filters to immediately view isolated specific network segments. Capture a snapshot of the current state of the network, including topology and virtual LAN (VLAN) information. Identify the hosts connected to specific switches or interfaces by MAC address.</p> <p>13. Manage network compliance by comparing devices to defined, best-practice standards. Speed audit processes with out-of-the-box network compliance reports for ITIL, SOX, HIPAA, PCI DSS, and more. Validate device operating states in real time to stay in compliance.</p> <p>14. In real time, detect configuration and asset information changes made across a multi-vendor device network, regardless of how each change is made and also support configuration deployment/rollback and configuration templates.</p> <p>15. Enforce change processes in real time. Model complex approval processes with flexible rules. Force approvals for changes, including changes made by a direct command line interface (CLI) session.</p> <p>16. In real time, store a complete audit trail of configuration changes, (hardware, and software,) made to network devices, including critical change information.</p>	

Sl. No.	RFP Volume	Page/Section Reference	Original Clause	Revised Clause
25.	Vol. – III	SCHEDULE – III - EXIT MANAGEMENT SCHEDULE 2. TRANSFER OF ASSETS Page 34	In case of contract being terminated by the Tea Board of India (TBI) Tea Board of India (TBI) reserves the right to ask SI to continue running the project operations for a period of 6 months after termination orders are issued.	In case of contract being terminated by the Tea Board of India (TBI) Tea Board of India (TBI) reserves the right to ask SI to continue running the project operations for a period of 6 months from the date of the termination with the same terms and conditions as was applicable prior to the termination.
26.	Vol. – III	SLA for Delivery, Application Development, Training & Digitization. Sl. No. 11 - Training, Page 79	Penalty: i) Retrain the participants who fail in the test until they pass. ii) Penalty 5% of the milestone amount for each 3% of the attendant failing the test beyond 5% of the training strength The maximum penalty is limited to 5% of the Milestone	Penalty: i) Retrain the participants who fail in the test until they pass.
27.	Vol. – III	Service Level Agreements (SLAs) for O&M Phase h) Penalty for Downtime Post-Implementation SLA Page 83	No payment for the quarter for downtime > 48 Hours	Penalty of 10 % of applicable quarterly payment for downtime > 48 Hours

Annexure I

Location wise asset distribution details

Place	Indicative Number of Desktops with Printers & scanners	Indicative Number of UPS	Indicative Number of Laptops with Printers & scanners
AGARTALA	2	2	0
Tea Board Tea Centre, Koyembedu, CHENNAI	1	1	0
The Secretariat, Tea Board Tea Room, CHENNAI	0	0	0
COIMBATORE	4	4	0
COONOOR	10	10	5
DIBRUGARH	3	3	2
STGDD, DIBRUGARH	6	6	2
GUDALUR	2	2	1
GUWAHATI	6	6	3
ITANAGAR-ARUNACHAL PRADESH	0	0	1
JALPAIGURI	2	2	0
JORHAT	5	5	2
KOCHI	6	6	2
KOLKATA	69	19	21
KOTAGIRI, TAMIL NADU	4	4	2
KUMILY	2	2	1
KURSEONG	7	7	2
MUMBAI	2	2	0
NEW DELHI	6	6	2
PALAMPUR	3	3	1
SILCHAR	2	2	1
SILIGURI	5	5	2
TEZPUR	2	2	0
THIRUMALA	1	1	0

Place	Indicative number of network printer	Indicative number of heavy duty scanner
COONOR	2	2
DIBRUGARH	1	1
STGDD, DIBRUGARH	1	1
GUWAHATI	2	2
JORHAT	1	1
KOCHI	1	1
KURSEONG	2	2
NEW DELHI	1	1
SILIGURI	1	1
KOLKATA	9	5

Annexure – II
Technical Evaluation Criteria:

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
1	Past Experience of the responding firm			20	
a.	System Integration projects	<p>At least THREE references for implementation of an integrated turnkey/IT system integration project having minimum 3 components for each project from the list below:</p> <ol style="list-style-type: none"> Software development Hardware delivery and commissioning Training O&M <p>in last 5 financial years ending 2013-14.</p>	<p>Average of the project value of the 3 citations to be used for evaluation. Citations with min value of 5 Crore shall be considered for evaluation.</p> <p>If the average of the project value of the 3 citations is:</p> <p>>INR 15 Crores = 5 points; <INR 15 crores but >= INR 10 crores = 3 points; <INR 10 crores but >=INR 5 crores = 1 points; else 0.</p>	5	<p>Project Citation specifically mentioning the components used in the project cited , Copy of Work order/agreement and Proof of Go-live/ Project completion/satisfactory certificates from client mentioning the scope of the work for each project</p> <p>Form 6</p>
b.	Software Solutions	<p>At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.50 crore (for software development component only). Each project should have minimum 2 components from the list below:</p> <ul style="list-style-type: none"> – Portal with payment 	<p>> 4 Projects – 5 points; 4 Projects - 4 points; 3 Projects - 3 points; 2 Projects - 2 points; else 0.</p>	5	<p>Project Citation specifically mentioning the components used in the project cited supported with copy of work order/agreement/statutory auditor certificate clearly mentioning the value of the development component only for each project</p>

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
		gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration			Form 6
c.	Cloud Experience	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.	Four projects or more: 5 Three projects: 3 One to two projects: 2	5	Project Citation, client certificate clearly mentioning the scope of work/service rendered for deployment in cloud Form 6
d	Multi-location Projects in India	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14.	>5 Projects – 5 points; 5 Projects – 4 points; 4 Projects – 3 points; 3 Projects – 2 points; 2 Projects – 1 points; <= 1 Project – 0 point;	5	Project Citation supported with copy of work order/agreement and client certificate clearly mentioning the locations of project implementation Form 6

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
2	Solution proposed			25	
a.	Proposed solution and Fit to Requirement	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution proposed	<p>Evaluation Committee will evaluate whether all the points/ requirements mentioned in the RFP are addressed well and award points accordingly, the important parameters being:-</p> <ul style="list-style-type: none"> – Solution architecture conceptualized for this project. – 2 points – Application deployment and testing Strategy -2 points – Quality Control Procedures suggested by responding firm - 2 points <p>Comprehensiveness of Bill of material of all the components (e.g. software, hardware, etc.) along with their quantities – 4 points</p>	10	<p>Detailed solution architecture, deployment strategy, quality control procedure and standards, detailed bill of material and quantity, compliance to fit to requirement sheet (given in annexure)</p> <p>Form 4B, Form 26</p>
b	Application Training and Hand Holding	Proposed Training and Change Management plan description to be looked into (Training should be conducted at minimum 6 locations (Kolkata, Guwahati, Coonor, Jorhat, Siliguri, Dibrugarh))	<p>The Evaluation will be based on:</p> <ul style="list-style-type: none"> – Proposed Training Schedule – 2 points – Plan to develop Training Manuals and Training plan for all offices indicating number of days of training and training batch size – 4 points – Areas/domains covered – 2 point – Number & Quality of personnel to be deployed for training at the site of Implementation of the Project.- 2 points 	15	Detail training, capacity building, change management plan, methodology and schedule

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
		Total Number of Hand holding manpower deployed along with the deployment plan and minimum qualification of each resource is graduate along with expertise in application support	<p>> 40 handholding support manpower deployed for a minimum period of 4 months during support phase across all locations – 5 points;</p> <p><= 40 but >= 30 handholding support manpower deployed for a period of <4 months and >=3 months during support phase across all locations - 3 points;</p> <p>< 30 but >= 25 handholding support manpower deployed for a period of <4 months and >=3 months during support phase across all locations - 2 points;</p> <p>< 25 but >= 20 handholding support manpower deployed for a period of <4 months and >=3 months during support phase across all locations - 1 point;</p> <p>– else 0. {Minimum requirement of Handholding manpower is 20 minimum for 3 months, else will lead to disqualification}</p>		Detail of handholding and support plan along with proposed team details
3	Proposed Approach & Methodology			15	
a.	Proposed Approach and methodology	<p>Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:-</p> <p>- Plan for meeting the SLA</p>	<p>In this section, the responding firm should:</p> <ul style="list-style-type: none"> – Explain the <ul style="list-style-type: none"> ○ Understanding of the project requirements ○ highlight the expected support from Tea Board Of India 	10	

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
		<p>norms.</p> <ul style="list-style-type: none"> - Redundancy and failover options. - Spare equipment availability plans 	<ul style="list-style-type: none"> ○ approach to the services, SLA management methodology ○ methodology for carrying out the activities for expected output - 4 points <p>– Highlight :</p> <ul style="list-style-type: none"> ○ the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them – 2 points <p>– Explain:</p> <ul style="list-style-type: none"> ○ the methodologies the responding firm proposes to adopt and highlight the compatibility of those methodologies with the proposed approach - 2 point <p>– Planning and Building the system:</p> <ul style="list-style-type: none"> ○ Assessment ○ Design 		

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<ul style="list-style-type: none"> ○ Integration ○ data migration and data Entry – 2 points 		
b.	Detailed Work Plan	The description and quality of the work plan	Evaluation will be based on the detailed Project Plan including week wise activities with Work Breakdown Structures, Project estimates, milestones, deliverables etc.	5	Detailed work plan as per the format Form 8 given in this RFP
4	Resource Deployment (During implementation and O&M phase)			25	
a	Quality of CV for the full time Project Manager proposed and Technical resources for the project	Quality of the application development /support personnel CVs of named resources who would be working full time on project	a) Project Manager for managing the entire Project (4 marks) – Entire duration of the project b) Database Admin (4 total marks) – For O&M Phase c) Application Admin (4 marks) – For O&M Phase d) System Admin (4 marks) – For O&M Phase e) Team Lead for Capacity Building & Change Management and all other activities (4 marks) – For implementation Phase For each of the above resources, the point system will be as follows:	20	Forms 9A, 9B & Form 10 of Annexure II of this RFP

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<ul style="list-style-type: none"> - Project Manager <ul style="list-style-type: none"> o must have >=10 years of work experience and points for the same will be allocated as follows: <ul style="list-style-type: none"> • BE / B. Tech / MCA and MBA/M.Tech = 1 • BE / B. Tech / MCA = 0.5 ▪ PMP / Prince2 Certification = 1 ▪ Managed projects with the scope of Application Development, Training, Support & Maintenance <ul style="list-style-type: none"> • >= 3 projects = 2 • <3 projects & >1 = 1 - For Data Base Admin points will be allocated as follows: 		

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<ul style="list-style-type: none"> ○ BE / B. Tech / MCA = 0.5 ○ Experience in managing Enterprise Class Database in more than 3 projects = 1.5 ○ Work experience <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience in related field = 2 ▪ < 5 years and ≥ 4 years of work experience in related field = 1.5 ▪ < 4 years and ≥ 3 years of work experience in related field = 1 - For Application Admin points will be allocated as follows: <ul style="list-style-type: none"> ○ BE / B. Tech / MCA = 0.5 ○ Experience <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience as an Application Admin = 3.5 ▪ < 5 years and ≥ 4 years 		

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<p>of work experience as an Application Admin = 2.5</p> <ul style="list-style-type: none"> ▪ <4 years and >=3 years of work experience as an Application Admin = 1.5 <p>- For System Admin points will be allocated as follows:</p> <ul style="list-style-type: none"> ○ BE / B. Tech / MCA = 0.5 ○ Certification such as CCNA, CCNP etc. = 1.5 ○ Experience <ul style="list-style-type: none"> ▪ >=5 years of work experience as a system admin = 2 ▪ <5 years and >=4 years of work experience as a system admin = 1.5 ▪ <4 years and >=3 years of work experience as a system admin = 0.5 <p>- For Team Lead for Capacity Building & Change Management and all other activities points will be allocated as</p>		

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<p>follows:</p> <ul style="list-style-type: none"> ○ BE / B. Tech / MCA and MBA = 0.5 ○ Experience <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience in related field = 2 ▪ < 5 years and ≥ 4 years of work experience in related field = 1.5 ▪ < 4 years and ≥ 3 years of work experience in related field = 1 ○ No. Of projects undertaken in Capacity Building and / or Change Management: <ul style="list-style-type: none"> ▪ ≥ 3 projects = 1.5 ▪ ≥ 1 and < 3 projects = 0.5 		
b	Application Hand Holding support manpower	Quality of manpower as per the minimum requirement mentioned in this RFP	The mentioned resources (minimum 20 resources should be provided for a period of 3 months during the support phase of the project) must be a graduate and expert in using the application developed by SI with	5	Forms 9 & Form 10

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
			<p>the following point allocation criteria:</p> <ul style="list-style-type: none"> ○ Average work experience, in terms of application handholding , of the supplied resources: <ul style="list-style-type: none"> ▪ ≥ 5 years of work experience in related field = 5 ▪ < 5 years but ≥ 4 years of work experience in related field = 4 ▪ < 4 years but ≥ 3 years of work experience in related field = 3 ▪ < 3 years but ≥ 2 years of work experience each resource would be allocated = 2 ▪ for ≤ 2 years of work experience but < 3 years of work experience each resource would be allocated= 1 		

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Form to be used
5	Presentation (Should be presented by an authorized employee of the bidder)			15	
a	Understanding of the requirement and quality and merit of the solution proposed	Understanding of the requirement and quality and merit of the solution proposed along with work plan	<ul style="list-style-type: none"> - Solution architecture conceptualized for this project - Application deployment and testing Strategy - Quality Control Procedures suggested by responding firm - Work plan and approach & methodology - Training Plan and approach - Data digitization and migration plan and approach - Suggestions on SOW for successful implementation of the project 	15	Presentation
	Total Points			100	

Annexure III

Indicative list of staffs at various offices of Tea Board (The indicative staff list may also be referred from <http://teaboard.gov.in/pdf/rtiact>)

Note: This list may be referred by the bidders while proposing the training plan, handholding and support etc.

#	LIST OF OFFICES	NO OF STAFF
1.	AGARTALA	5
2.	TEA BOARD TEA CENTRE, KOYEMBEDU, CHENNAI	4
3.	THE SECRETARIAT, TEA BOARD TEA ROOM, CHENNAI	3
4.	COIMBATORE	6
5.	COONOOR	31
6.	DIBRUGARH	8
7.	STGDD, DIBRUGARH	9
8.	GUDALUR	5
9.	GUWAHATI	10
10.	ITANAGAR-ARUNACHAL PRADESH	1
11.	JALPAIGURI	5
12.	JORHAT	20
13.	KOCHI	15
14.	KOLKATA	269
15.	KOTAGIRI, TAMIL NADU	7
16.	KUMILY	7
17.	KUNDAH	5
18.	KURSEONG	16
19.	MUMBAI	6
20.	NEW DELHI	62
21.	PALAMPUR	6
22.	SILCHAR	4
23.	SILIGURI	14
24.	TEZPUR	4
25.	SINGLE MAN OFFICES (List of offices given in Vol. – I of the RFP)	74
TOTAL		596

Annexure IV - (Form 2A: Details of Bill of Material and Capital Cost Computation)

FORMAT-2A: BILL OF MATERIAL AND CAPITAL COST COMPUTATION									
Bill of Material and Capital Cost Computation									
S.No.	Item	Qty. [X]	Unit Rate (INR) [Y]	Service Tax (%)	Total Service Tax (INR) [I]	VAT (%)	Total VAT (INR) [J]	Any other Tax (INR) [K]	Total = ((X*Y) + (I+J+ K))
A	Network Equipment and Hardware								
1.	Firewall with IPS	2							
2.	Internet Router	2							
3.	Desktops with MS Office & Windows OS	150							
4.	Laptops with MS Office & Windows OS	50							
5.	UPS for Desktops	100							
6.	Printer with Scanners for regional offices	200							
7.	Network printers	21							
8.	Heavy Duty Scanner (ADF flatbed)	17							
9.	Any other Item to complete the work (Add line for each item category)								
Sub-Total (A)									
B	System Software								
1.	Web / http server software	Lump Sum							
2.	BPM	1							
3.	ESB	1							
4.	Web 2.0 Portal	Lump Sum							
5.	Application Server Software	Lump Sum							
6.	Database (with high availability cluster)	Lump Sum							

7.	Enterprise Management System (Application monitoring, Helpdesk, Patch management)	1							
8.	Server OS Software (For VMs and Back up Server)	Lump Sum							
9.	DR management and synchronization tool	1							
10.	Digital Signature	100							
11.	SMS Gateway	Lump Sum							
12.	Payment Gateway	Lump Sum							
13.	Antivirus for Desktops & Laptops	200							
14.	Antivirus for proposed servers/VMs	Lump Sum							
15.	DMS	Lump Sum							
16.	Statistical Software/Tool (Minimum 5 user license)	1							
17.	Any other Item to complete the work (Add line for each item category)								
Sub-Total (B)									
C	Application Development								
1	Should cover all the modules of TBAS software's functionality	Lump Sum							
Sub- Total (C)									
	Grand Total (A+B+C)	In figure							
		In words							

Annexure V – Form A: Bill of Material (Indicative)

S.No.	Item	Minimum Indicative Qty.	Proposed Qty. by Bidder	Compliance (Yes/No)
A	Network Equipment and Hardware			
1.	Firewall with IPS	2		
2.	Internet Router	2		
3.	Desktops with MS Office & Windows OS	150		
4.	Laptop with MS Office & Windows OS	50		
5.	UPS for Desktops	100		
6.	Printer with Scanners for regional offices	200		
7.	Network printers	21		
8.	Heavy Duty Scanner (ADF flatbed)	17		
9.	Any other Item to complete the work (Add one line for each time category)			
B	System Software			
1.	Web / http server software	Lump Sum		
2.	BPM	1		
3.	ESB	1		
4.	Web 2.0 Portal	Lump Sum		
5.	Application Server Software	Lump Sum		
6.	Database (with high availability cluster)	Lump Sum		
7.	Enterprise Management System (Application monitoring, Helpdesk, Patch management)	Lump Sum		
8.	Server OS Software (For VMs and Backup Server)	Lump Sum		
9.	DR management and synchronization tool	1		
10.	Digital Signature	100		
11.	SMS Gateway	Lump Sum		
12.	Payment Gateway	Lump Sum		
13.	Antivirus for Desktops/Laptops	200		
14.	Antivirus for proposed servers/VMs	Lump Sum		
15.	DMS	Lump Sum		
16.	Statistical Software/Tool (Minimum 5 user license)	1		

S.No.	Item	Minimum Indicative Qty.	Proposed Qty. by Bidder	Compliance (Yes/No)
17.	Helpdesk toll free number	1		
18.	Any other item for helpdesk			
19.	Any other Item to complete the work (Add line for each item category)			

Annexure VI – Form 4A: Compliance Sheet for Pre-Qualification Proposal

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
1.	<p>The responding firm/agency</p> <p>(a) Should have made a payment of Rs.25,000.00 (Rupees Twenty Five Thousand) (non-refundable) for the Tender Fee</p> <p>(b) Should have submitted EMD of Rs. 30,00,000 .00 (Rupees Thirty lakh only)</p>	<p>(a) Cost of tender document must be in the form of DD drawn in favour of “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank for Rs. 25000 only. “Tea Board”. payable at Kolkata and issued by any scheduled / nationalized bank or in the form of original bank guarantee issued by any scheduled / nationalized bank in the format prescribed in ref : “Tender Document Fee & Earnest Money Deposit Details” for Rs. 30,00,000 (Thirty Lakhs Only) only.</p>		
2.	<p>Legal Entity</p> <p>Company should be registered under Companies Act, 1956</p> <ul style="list-style-type: none"> • The Firm / Company should be in the Information Technology business for at least 5 (five) years as of 31st March 2014 (FY 9-10, 10-11, 11-12, 12-13 and 13-14) 	<p>a) Certificate of Incorporation</p> <p>b) Registration Certificate</p> <p>c) Ref : “Particulars of the Bidder”- Details of Responding Firm & Memorandum & Articles of Association should be attached and Work orders confirming year and Area of activity</p>		
	<ul style="list-style-type: none"> • Registered with the Service Tax, Income Tax, and Sales Tax Authorities, 	<p>a) PAN Card</p> <p>b) PF Registration/Return for the last Financial Year</p> <p>c) Sales Tax/VAT Certification (Last up to date return copy)</p> <p>d) Trade License</p> <p>e) Audited balance sheet for the last three financial years (FY 11-12, FY 12-13 and FY 13-14)</p> <p>f) Copy of Service Tax Registration</p> <p>All documents listed above must be submitted along with the response</p>		
3.	<p>The responding firm must not be blacklisted by any Government/Public Sector organization /department in India at the time of submission of the response</p>	<p>A declaration as per the format prescribed in Ref : “Declaration that the bidder has not been blacklisted” to be given by the designated official of the responding firm</p>		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
	to this RFP			
4.	Average Annual Sales Turnover generated from Information technology (IT) services during the last three (3) financial years (FY 11-12, FY 12-13 and FY 13-14) as per last published balance sheets must be Rs. 100 Crores or more for each of the last 3 years	Certified copy from the statutory auditor clearly mentioning annual IT services business turnover for last 3 financial years		
5.	<p>The clause may be read as: Company experience in e-Governance projects in (government of India/PSU/State Governments) around turnkey IT projects implementation as a System Integrator in India. Specifically each project should have components of System Integration such as Application Development, Helpdesk/Application Support, Application related training/handholding support necessarily for this project.</p> <p>Number of such Assignments of value which have gone live in the last 5 years (FY 09-10, FY 10-11, FY 11-12, FY 12-13 and FY 13-14); should be: Two Projects of minimum</p>	Ref format : "Project Citation Format" Details of Experience of responding firm/ Project Citation for projects supported with Work order and Proof of Go-live/ Project completion/Client satisfactory certificates from client		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
	Rs. 10 Crores each OR Three projects of minimum Rs. 7 Crores each OR Four projects of minimum Rs. 5 Crore each			
6.	The responding firm should be ISO 9000:2008 certified.	Copy of certification which is valid on date of submission.		
7.	The responding firm should be minimum CMMi Level 5.	Relevant certificate copy needs to be attached which is valid on date of submission.		
8.	The responding firm must have at least 300 IT professionals on its payroll as on 31.12.2014	Certificate from HR Department for number of technically qualified professionals employed by the company		
9.	Responding firm must have project specific authorization from the OEM.	Responding firm should attach Authorization Certificate (MAF) from the OEM of the Hardware and System Software to be used in this work. Refer : “Manufacturers’/Producers’ Authorization Form” for the MAF and complete the associated table provided with the form		
10.	Bidder should have office in West Bengal Alternatively, if bidder doesn’t have an office in West Bengal, then bidder will have to furnish an undertaking that an office would be established in West Bengal, within 1 (one) month of signing the contract, to provide warranty and post warranty services.	Details of such service support infrastructure must be enclosed along with the response. or A self-certified declaration by the designated official of the responding firm.		
11.	Authorized signing authority	Copy of Board resolution/ LOA (supported by board resolution or POA) , authorizing the person to sign on behalf of the company or Power of Attorney		

Sr. No.	Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance (Yes/No)	Section and Page reference
		for the designated person to be provided as per the format prescribed in ref : "Bidder's Authorization Certificate (Must be on a Non-Judicial Rs 100/- Stamp Paper)"		

Annexure VII – Form 4B: Compliance Sheet for Technical Proposal

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
1	Past Experience of the responding firm			
a.	System Integration projects	At least THREE references for implementation of an integrated turnkey/ IT system integration project having minimum 3 components for each project from the list below: a. Software development b. Hardware delivery and commissioning c. Training d. O&M e. in last 5 financial years ending 2013-14.		
b.	Software Solutions	At least TWO completed / ongoing software development projects in last 5 financial years ending 2013-14 and each project having a minimum value of INR 1.50 crore (for software development component only). Each project should have minimum 2 components from the list below: – Portal with payment gateway integration – Web based Application Server – Electronic Forms – Workflow Automation with sms integration		
c.	Cloud Experience	The bidder should have successfully deployed their application on Cloud Data Centre. Implementation in (Indian Govt./PSUs/ Quasi Govt.) or Private sector in last 5 financial years ending 2013-14.		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
D	Multi-location Projects in India	Implementation projects undertaken in India, involving more than 10 sites/locations with a value of more than INR 5 crores per project in last 5 financial years ending 2013-14.		
2	Solution proposed			
a.	Proposed solution and Fit to Requirement	Requirements addressed as mentioned in different parts of the RFP and the quality of the solution proposed		
B	Application Training and Hand Holding	Proposed Training and Change Management plan description to be looked into (Training should be conducted at minimum 6 locations (Kolkata, Guwahati, Coonoor, Jorhat, Siliguri, Dibrugarh))		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
		Total Number of Hand holding manpower deployed along with the deployment plan and minimum qualification of each resource is graduate along with expertise in application support		
3	Proposed Approach & Methodology			
a.	Proposed Approach and methodology	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement. The important parameters being:- - Plan for meeting the SLA norms. - Redundancy and failover options. - Spare equipment availability plans		
b.	Detailed Work Plan	The description and quality of the work plan to be looked into.		
4	Resource Deployment (During implementation and O&M phase)			
A	Quality of CV for the full time Project Manager proposed and Technical resources for the project	Quality of the application support personnel to be looked at CVs of named resources who would be working full time on project		

Sl No.	Criteria/Sub Criteria	Description	Compliance (Yes/No)	Section and Page reference
B	Application Hand Holding support manpower	Quality of manpower as per the minimum requirement mentioned in this RFP		

Annexure VIII – Indicative VM configuration

Note: Bidders are free to propose the sizing of the VMs as per their solution.

For DC	Server Type	VM configuration	Total Additional Storage	Minimum Indicative Number of servers
	Application Server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	2000 GB	2
	Database Server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	2000 GB	2
	Web Server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	-	2
	Staging Server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	-	2
	Management Server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	-	1
	Back Up server	1 VM with 8vCPU, 32GB RAM and 60GB Storage	-	1

For DR (DR will run at 50% capacity of the DC)	Server Type	VM configuration	Total Additional Storage	Minimum Indicative Number of servers
	Application Server	1 VM with 4vCPU, 32GB RAM and 60GB Storage	2000 GB	1
	Database Server	1 VM with 4vCPU, 32GB RAM and 60GB Storage	2000 GB	1
	Web Server	1 VM with 4vCPU, 32GB RAM and 60GB Storage	-	1