



Corrigendum - IV
RFP Ref No: IT/SYSTEM
INTEGRATOR/2862/2020

20 May 2020

A. Volume I of the RFP

1. Section 2 - Schedule of Bid Process, SI No.9 submission Details is modified as follows:

Sl. No.	Information	Details
9.	Submission Details	Considering the current situation related to the pandemic, the bidders can also submit the proposal by Post or Courier not later than the due date as per the Corrigendum – III to the address mentioned in the RFP. The guidelines for the submission of proposal shall be as per the details mentioned in section 5.4.4.

2. Section 4 - Background Information, clause 4.1- Basic Information, sub-clause III is modified as follows:

Guidance reserves the right to extend the Term for a period up to 6 months, such extension or extensions on the same terms and conditions including financial, subject to the Guidance’s obligations at law.

B. Volume II of the RFP

1. Following clauses are added to Section 3.4 and section 4.8 of Vol. II of RFP of the envisaged solution.

1. The bidder has to ensure that the proposed solution shall be based on “human centered design” principles. This would enable the solution to,
 - *Solve the core, root issues, not just the problem as presented to us (which is often the symptom, not the cause)*
 - *People-centric approach*
 - *Take a systems point of view, realizing that most complications result from the interdependencies of the multiple parts*
 - *Continually testing and refining SOPs, ensuring they truly meet the needs of the people for whom they are intended to envisage automatic updates*
2. The bidder has to ensure that the **real-time query / grievances management platform is complemented by AI based cognitive engine**. This platform is envisaged to do the following but not limited to,
 - *The Guidance would receive queries/grievances from various stakeholders (both departmental & public) from different channels such as web portal, email, SMS/WhatsApp to the prescribed number, helpdesk caller, in-person letter handed at the Guidance office, etc. The envisaged solution shall be able to successfully integrate data from all the existing sub-systems and route the query/grievances to the respective authority/personnel-in-charge and seamlessly disseminate the same to appropriate stakeholder for necessary actions.*
 - *The solution shall also be able to do real-time tracking of the status of each query/ grievance and present the same dashboard to the authorities. The status update shall be made available on this envisaged open data portal & as notifications for each of such query / grievances to the mobile app / web portal for registered users.*
 - *Solution shall be able to present its findings by clustering by related queries, persons, locality, etc. as desired by the authority.*

- *The solution shall adhere ITIL framework for entire service-request (query / grievances) lifecycle. In case if its repeat request instance and occurred due to actual re-occurrence or not completely resolved then those shall "treated" as escalation under problem-management process in line with ITSM framework.*
- *Cognitive engine on AI platform which can progressively mature by adding content to its dictionary for the comprehensive query management service platform.*
- *Channelizing different queries / grievances & also monitoring and alerting any query held open beyond the threshold through configurable AI engine.*
- *All users (departmental and external) of the system should be able to log a request in the system using Online AI based chatbot.*
- *Voice & Chat Bot platforms shall need to provide NLP and speech support to provide the best results in understanding the user intent and responding with relevant information.*
- *The Voice & Chat Bot deployed should be capable of having an end to end conversation with the users. The solution should support multiple intents in the same sentence.*
- *A soft skilled persona has to be developed for the chatbot/Voice Assistant to make the interactions more engaging, humane and government like. Response pattern should be designed around that persona.*
- *The solution should support continuing conversation without losing context. Support for continuity in conversation, to anticipate and understand user intent.*
- *During Voice interactions (Voice-only and Voice combined chat) the Bot should give cues when a user needs to respond.*
- *It should prompt the user at the right time and not assume that the user knows what to do*
- *The options prompted to a user should be clear, concise, limited and also able to manage accommodating novel thoughts & views.*
- *Information presented to the user should be in small pieces and a well-planned interaction. The dialog errors should be handled smartly and planned effectively.*
- *Analytics reporting/dashboard giving complete detailed overview of solution deployed with different matrices including but not limited to Active users, sessions per day initiated, user feedback, ratings, average daily*

no of sessions/user, Average daily number of chats handled by BOT, use case with most exits in between, improvement in AI, ML part etc.

- *The solution should act smartly with predefined workflows like greeting on entry or exit, error messages on no internet etc.*

C. Volume III of the RFP

1. Section 3 - EFFECTIVE DATE AND TERM OF THE AGREEMENT, clause 3.2 is modified as follows:

The initial term of this Agreement shall be for a period of 6 (six) years, i.e. the Go-Live year plus 5 (five) years ("Term"). Guidance reserves the right to extend the Term for a period up to 6 (six) months over and above the Term.

2. Section 10- CONFLICT OF INTEREST, clause 10.4 is modified as follows:

The SI shall undertake that, during the Term of this Agreement with Guidance, neither it nor its affiliates shall, directly or indirectly, provide any competing or comparable services to any other state government in India or to the central government or their respective instrumentalities which shall adversely impact its ability to provide the services under this Agreement.

3. Section 20 - INTELLECTUAL PROPERTY RIGHTS, content is added as follows:

The IPR and Source Code of the solution developed under this project would be with the Guidance. Any use of the Source code/IPR/Application/Data for any purpose not limited to commercial/demonstration/marketing/awards shall be done only with prior written consent of Guidance. The Guidance would evaluate the request and make a decision considering the following sections of Intellectual Property Rights in this contract; the decision made by the Guidance shall be binding and the SI shall comply to the same.

4. Section Schedule – III – Exit Management Schedule, section 6 POST-AGREEMENT SCENARIOS is modified as follows:

After expiry of the Agreement (five years from date of Go-Live), Guidance, at its discretion, may request the SI to renew the Agreement for extended support for a period of 6 (six) months from the date of expiry of the Agreement, under the same terms and conditions as stated in the Agreement.

Alternatively, Guidance may identify any other contractor for the purpose of facility management services (FMS) to continue the support Services of the Project. In such occasion, the SI should carry out the knowledge transfer as specified in the RFP.

5. Section Schedule – VI - Terms of Payment Schedule, the following table is modified as follows:

S. No.	Milestone	% of Total Fee
1.	Approval of Final SRS and Solution Sign-off Submission of Gap infrastructure report	10% CAPEX
2.	Deployment, Supply, Installation and Commissioning of ICT and Non-ICT Infra	35% CAPEX
3.	UAT of the solution for 50% of the envisaged Services (as per section 4.7 of Vol.II of this RFP)	10% CAPEX
4.	UAT of the solution for remaining 50% of the envisaged Services (as per section 4.7 of Vol.II of this RFP)	10% CAPEX
5.	Security and Performance Testing Certification for the entire solution	10% CAPEX
6.	“Go-Live” for 50% of the Services	10% CAPEX
7.	“Go-Live” for all of the Services	10% CAPEX
8.	Operations and Maintenance Phase for 5 (five) years (i.e. 20 Quarters)	<ul style="list-style-type: none"> • 5% of OPEX per each of 20 quarters • 0.25% of CAPEX per each of 20 quarters

D. Response to queries

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
1.	Vol I & Vol III-R	Basic Information & EFFECTIVE DATE AND TERM OF THE AGREEMENT	4.1 & 3.2	12 & 7	<p>Guidance reserves the right to extend the Term for a period or periods of up to 6 months with a maximum of 2 years, such extension or extensions on the same terms and conditions including financial, subject to the Guidance’s obligations at law.</p> <p>The initial term of this Agreement shall be for a period of 6 (six) years, i.e. the Go-Live year plus 5 (five) years (“Term”). Guidance reserves the right to extend the Term for a period or periods of up to 6 (six) months at a time, subject to a maximum extension of 2 (two) years over and above the Term.</p>	<p>Guidance reserves the right to extend the Term for a period or periods of up to 6 months with a maximum of 2 years, on mutual consent. Such extension or extensions shall be on the same terms and conditions including financial, subject to the Guidance’s obligations at law</p> <p>The quarterly O&M cost payable during extended period (either of the two years) shall be enhanced by ratio of CPI proportions that of the year prior to the year in consideration of such extension to the year in which final Go-live had happened, with all other Terms and Conditions remaining same.</p> <p>The initial term of this Agreement shall be for a period of 6 (six) years, i.e. the Go-Live year plus 5 (five) years (“Term”). Guidance with mutual consent reserves the right to extend the Term for a period or periods of up to 6 (six) months at a time, subject to a</p>	Refer section A and C of this corrigendum.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
						maximum extension of 2 (two) years over and above the Term.	
2.	Vol I	7.4 Contract Finalization and Award	8.2.8	42	II. Guidance may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total Contract value may change on the basis of the rates defined in the financial proposal.	II. Guidance may also like to reduce or increase the quantity of any item in the Scope of Work defined in the RFP through mutual discussion and subject to consent of the selected bidder. Accordingly total Contract value may change on the basis of the rates defined in the financial proposal.	This clause remains unchanged. However, any change in quantity of any item in the scope of work defined in the RFP will be as per the mutual discussion with the bidder.
3.	Vol I	8.2.21 Tech Form 21: Undertaking on Deliverables	8.2.21	87	<u>Corrigendum III dated 06th May 20.</u> In order to have an effective implementation of the project within the stipulated timeline, a proactive governance framework shall be institutionalized. The framework would form of Technical Committee headed by representative from Guidance & would have representatives from the respective Line Department as members. · Once the SI prepares and submits the SRS document/UAT demo to Guidance, the Technical	In order to have an effective implementation of the project within the stipulated timeline, a proactive governance framework shall be institutionalized. The framework would form of Technical Committee headed by representative from Guidance & would have representatives from the respective Line Department as members. · Once the SI prepares and submits the SRS document/UAT demo to Guidance, the Technical Committee shall seek consent from the respective Line department. · If the consent from the respective Line Department is not got within a reasonable timeframe	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					<p>Committee shall seek consent from the respective Line department.</p> <ul style="list-style-type: none"> If the consent from the respective Line Department is not got within a reasonable timeframe of 10 days, then Technical Committee shall seek the scrutiny & recommendations from its technical consultants. The consultant shall review the Technical SRS document/UAT prepared by SI for such services and revert back on basic technical compliances w.r.t Industry Standards, Functional Requirements, SRS (only in case of UAT sign-off) & any other specific inputs shared by the Line Department during discussions captured in Traceability matrix, if any. The Technical Committee based on the 	<p>of 10 days, then Technical Committee shall seek the scrutiny & recommendations from its technical consultants.</p> <ul style="list-style-type: none"> The consultant shall review the Technical SRS document/UAT prepared by SI for such services and revert back on basic technical compliances w.r.t Industry Standards, Functional Requirements, SRS (only in case of UAT sign-off) & any other specific inputs shared by the Line Department during discussions captured in Traceability matrix, if any. The Technical Committee based on the recommendations from the consultant would share their feedback to SI for necessary actions within outer limit of 5 days post the initial period of 10 days. If the feedback of the Technical Committee on respective SI's SRS document / UAT is read as compliant, then this shall be may be-considered as "Pseudo sign-off" w.r,t such services and shall be may be treated as activity completion from contractual 	

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					<p>recommendations from the consultant would share their feedback to SI for necessary actions within outer limit of 5 days post the initial period of 10 days.</p> <p>· If the feedback of the Technical Committee on respective SI's SRS document / UAT is read as compliant, then this may be considered as "Pseudo sign-off" w.r,t such services and shall be may be treated as activity completion from contractual milestone-activity perspective. However the SI is bound to incorporate any changes suggested by Line Department even after "Pseudo-approval". This Pseudo-approval process is envisaged as interim-approval to mitigate contractual timelines mandated to the SI under this contract.</p>	<p>milestone-activity perspective. However the SI is bound to incorporate any changes suggested by Line Department within 15 days of Pseudo-approval even after "Pseudo-approval" . This Pseudo-approval process is envisaged as interim-approval to mitigate contractual timelines mandated to the SI under this contract.</p> <p>In case Guidance fails to respond and provide feedback on the submitted deliverable within 30 days, the deliverables or SLA and performance reports will be DEEMED ACCEPTED.</p> <p>The Guidance shall not force the bidder, post the elapse of the <30 days> approval period, to rework on the said project outputs/ outcomes.</p>	

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4.	Vol III	Indemnification of Guidance	16.1	23	<p>Subject to Clause 16.2 (Conditions) below, the SI (the "Indemnifying Party") undertakes to indemnify Guidance, its personnel, representatives, offices, employees, affiliates and related entities availing Services under this Agreement (the "Indemnified Party or Parties" as the case maybe) from and against all direct costs, expenses, damages, demands, allegations, claims, suits, actions, proceedings, liabilities, losses, judgments, orders, awards and settlements including, without limitation, attorneys' fees and legal expenses, arising from, due to, or on account of, the following:</p> <p>I. bodily injury, death or damage to tangible property of any person,</p>	<p>Subject to Clause 16.2 (Conditions) below, the SI (the "Indemnifying Party") undertakes to indemnify Guidance, its personnel, representatives, offices, employees, affiliates and related entities availing Services under this Agreement (the "Indemnified Party or Parties" as the case maybe) from and against all direct costs, expenses, damages, demands, allegations, claims, suits, actions, proceedings, liabilities, losses, judgments, orders, awards and settlements including, without limitation, attorneys' fees and legal expenses, arising from, due to, or on account of, the following:</p> <p>I. bodily injury, death or damage to tangible property of any person, corporation or other entity (including Guidance) attributable to the SI's negligence or willful default in performance or non-performance under this Agreement;</p> <p>II. failure by the SI or any of its personnel, agents, or sub-</p>	This clause remains unchanged.

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					<p>corporation or other entity (including Guidance) attributable to the SI's negligence or willful default in performance or non-performance under this Agreement;</p> <p>II. failure by the SI or any of its personnel, agents, or subcontractors, while providing the Services, to comply with (a) the Applicable Law; or (b) any obligations under this Agreement or the SLA or the RFP;</p> <p>III. gross negligence or willful misconduct of the SI or any of its personnel or agents or subcontractors in connection with the Project, Services, or Deliverables;</p> <p>IV. claims or demands made by the the personnel, agents, or sub-</p>	<p>contractors, while providing the Services, to comply with (a) the Applicable Law; or (b) any obligations under this Agreement or the SLA or the RFP;</p> <p>III. gross negligence or willful misconduct of the SI or any of its personnel or agents or subcontractors in connection with the Project, Services, or Deliverables;</p> <p>IV. claims or demands made by the the personnel, agents, or subcontractors of the SI against Guidance in relation to compensation or dues from the SI, including workers' compensation or unemployment compensation etc.; and</p> <p>V. third party claims related to the infringement or breach of any Intellectual Property Rights, trade secrets, Confidential Information or similar rights. Specifically, if Guidance notifies the SI, in writing, of a third party claim against Guidance that any Service or Deliverables provided by the SI</p>	

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					<p>contractors of the SI against Guidance in relation to compensation or dues from the SI, including workers' compensation or unemployment compensation etc.; and</p> <p>V. third party claims related to the infringement or breach of any Intellectual Property Rights, trade secrets, Confidential Information or similar rights. Specifically, if Guidance notifies the SI, in writing, of a third party claim against Guidance that any Service or Deliverables provided by the SI infringes and third party Intellectual Property Rights, SI will defend such claim at its expense, and will be liable to pay any costs or damages that may be finally awarded in this regard</p>	<p>infringes and third party Intellectual Property Rights, SI will defend such claim at its expense, and will be liable to pay any costs or damages that may be finally awarded in this regard.</p> <p>The maximum aggregate liability of SI under this Clause, shall not exceed the contract price, i.e. the amount received by it under this Agreement.</p>	

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5.	Vol III-R	Exit Management Schedule	29.3	43	(i) Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.	(i) Payment to the outgoing SI shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements as per clause 15.4 'Effects of terminations'.	This clause remains unchanged.
6.	Vol III	Upgrades/Updates/Enhancements	NA	NA	Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Guidance as and when released by OEM.	Updates / Upgrades / New releases / New versions / Patches / Bug fixes: The SI shall provide from time to time the Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software, operating systems, etc. as required. The SI should provide free Updates / Upgrades / New releases / New versions / Patches / Bug fixes of the software and tools to Guidance as and when released by OEM. Notwithstanding anything to the contrary in the RFP, any requirement by the Guidance of any upgrade/update/enhancement shall be provided by the SI at an additional cost to the Guidance and the same shall be done through a Change Order	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
7.	NA	Variance in Minimum Wages	NA	NA	Clause not present in RFP	System Integrator undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Guidance wants the SI to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Guidance will support SI with change request for additional cost incurred by SI for complying to new minimum wages. SI will not ask for Change request for any changes that is within 5% increase year on year from the State minimum wages as on the date of contract sign off.	This clause remains unchanged.
8.	Vol III-R	CONFLICT OF INTEREST	10	12	The SI shall undertake that, during the Term of this Agreement with Guidance, neither it nor its affiliates shall, directly or indirectly, provide any competing or comparable services to	The SI shall undertake that, during the Term of this Agreement with Guidance, neither it nor its affiliates shall, directly or indirectly, provide any competing or comparable services to any other state government in India or to the central government or their	Refer section C of this corrigendum.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					any other state government in India or to the central government or their respective instrumentalities.	respective——instrumentalities. The SI undertakes that, during the Term of this Agreement with Guidance, it shall not provide any services to any other state government or central government which shall adversely impact its ability to provide the services under this Agreement.	
9.	Vol III-R	Termination for Default	15	17	III In the event of Guidance terminating this Agreement in whole or in part, Guidance may procure the Services from any third party service provider, which shall be provided upon terms and in such manner as the Guidance deems appropriate, at the risk and cost of the defaulting SI and the SI shall be liable for any additional costs for such Services. However, the SI shall continue the performance of the contract to the extent not terminated and, solely to that extent, the rights, duties and	III In the event of Guidance terminating this Agreement in whole or in part, Guidance may procure the Services from any third party service provider, which shall be provided upon terms and in such manner as the Guidance deems appropriate, at the risk and cost of the defaulting SI and the SI shall be liable for any additional costs for such Services. However, the SI shall continue the performance of the contract to the extent not terminated and, solely to that extent, the rights, duties and responsibilities of the Guidance and the SI under this Agreement shall continue in full force. However, System Integrator shall be required to bear only the	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					responsibilities of the Guidance and the SI under this Agreement shall continue in full force.	Excess Cost for procurement of goods and/or services similar to those undelivered. The Term "Excess Cost" as referred herein shall mean cost at which alternative arrangements shall be providing the undelivered goods and/ or services of equivalent specification to the Purchaser under this project minus the cost on which the Vendor agreed to provide the undelivered goods and/or services under this project. Provided further that the SI shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser. However, the SI shall continue the performance of the contract to the extent not terminated.	
10.	Vol III-R	Termination for Convenience	15.2	17	Guidance may, by written notice with a notice period of 30 (thirty) days sent to the SI, terminate the Agreement, in whole or in part, at any time, for its convenience. The notice of termination	Either Party Guidance may by written notice with a notice period of 30 90 days sent to the <<SI>>, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Guidance's	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					<p>shall specify:</p> <p>a. that termination is for the Guidance's convenience;</p> <p>b. the extent to which the performance of work under this Agreement is terminated; and</p> <p>c. the date upon which such termination becomes effective.</p> <p>On termination for convenience, the SI is not entitled to any compensation whatsoever, except as has been specifically set forth in this Agreement</p>	<p>convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>On termination, the <<SI>> is not entitled to any compensation whatsoever, except as has been specifically set forth in this Agreement</p>	
11.	Vol III-R	5 EMPLOYEES	5	44	<p>5.3 To the extent that any Transfer Regulation does not apply to any employee of the <<SI>>, department, or its Replacement <<SI>> may make an offer of employment or contract for services to such employee of the <<SI>> and the <<SI>> shall</p>	<p>5.3 To the extent that any Transfer Regulation does not apply to any employee of the <<SI>>, department, or its Replacement <<SI>> may make an offer of employment or contract for services to such employee of the <<SI>> and the <<SI>> shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Managing</p>	<p>This clause remains unchanged.</p>

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					not enforce or impose any contractual provision that would prevent any such employee from being hired by the Managing Director, PIU or any Replacement <<SI>>.	Director, PIU or any Replacement <<SI>>.	
12.	Vol III-R	POST-AGREEMENT SCENARIOS	6	Vol iii - pg.5 1	After expiry of the contract (five years from date of Go-Live), Guidance at its discretion may request the System Integrator to renew the contract for extended support for a period of 2 years from the date of expiry of the contract under the same terms & conditions of this contract. Alternatively, Guidance may identify any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge	After expiry of the contract (five years from date of Go-Live), Guidance at its discretion may request the System Integrator to renew the contract for extended support for a period of 2 years from the date of expiry of the contract under the same terms & conditions of this contract. The extension shall be on mutual consent of the parties. Alternatively, Guidance may identify any other contractor for the purpose of Facility Management Services (FMS) to continue the support services of the project. In such occasion, the existing contractor should carry out the knowledge transfer as specified in the tender document.	Refer section C of this corrigendum.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					transfer as specified in the tender document.		
13.	Vol III-R	Payment Terms		50	<p>1. Approval of Final SRS and Solution Sign-off Submission of Gap infrastructure report - 10% Capex</p> <p>2. Deployment, Supply, Installation and Commissioning of ICT and Non-ICT Infra - 35% Capex</p> <p>3. UAT of the solution for 50% of the envisaged Services (as per section 4.7 of Vol.II of this RFP)- 10% Capex</p> <p>4. UAT of the solution for remaining 50% of the envisaged Services (as per section 4.7 of Vol.II of this RFP)- 10% Capex</p> <p>5. Security and Performance Testing Certification for the entire solution - 10% Capex</p> <p>6. "Go-Live" for 50% of the Services - 10% Capex</p> <p>7. "Go-Live" for all the Services - 10% Capex</p>	<p>We request that payment for products (including licenses) and Development to be delinked to maintain cashflows:</p> <p>A. <u>For Products (including all necessary licenses):</u> [8.3.3 Form 2A: CAPEX - 2. IT Compute, Storage & Network 2.1 At Primary DC, 2.2 At DR Site and 4. Service desk Setup and Handholding]</p> <p>>Supply of Relevant IT Systems in Cloud Service Provider (on making the cloud infrastructure accessible) / Physical Hosting (on delivery) - 80%</p> <p>>Installation and Commissioning of Relevant IT Systems in Cloud Service Provider/Physical Hosting - 20%</p> <p>B. <u>For Development:</u> [8.3.3 Form 2A: CAPEX - 1. Application Development and 3. Capacity Building]</p>	Refer section C of this corrigendum.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					<p>8..Operations and Maintenance Phase for 5 (five) years - 5% of OPEX per quarter (To be paid as equated quarterly installments)</p> <p>9.Successful exit management - 5% Capex</p>	<ul style="list-style-type: none"> • Approval of Final SRS and Solution Sign-off Submission of Gap infrastructure report -20% • UAT of the solution for 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) - 20% • UAT of the solution for remaining 50% of the envisaged services (as per section 4.7 of Vol.II of this RFP) -20% • Security and Performance Testing Certification for the entire solution - 10% • Capacity Building - Form 2A: CAPEX - 10% • "Go-Live" for 50% of the services - 10% • "Go-Live" for all of the services - 10% <p><u>C. For O&M: [8.3.3.2 Form 2A: OPEX]</u> 5% of OPEX per quarter (To be paid as equated quarterly installments in advance)</p>	
14.	Vol III-R	Penalty - Implementation Timeline	5	65	Service Level Parameter & Penalty	Service Level Parameter & Penalty	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
		s Service Levels			<p>For every one week of delay for Go-Live Date</p> <p>0.1% of total CAPEX for every week of delay</p> <p>For every one week of delay beyond 10 (ten) weeks from Go-Live Date -</p> <p>0.5% of total of CAPEX for every week of delay, subject to the total cumulative penalty capped at 10% of CAPEX</p>	<p>For every one week of delay for Go-Live Date</p> <p>0.1% of total value of milestone delayed for every week of delay</p> <p>For every one week of delay beyond 10 (ten) weeks from Go-Live Date -</p> <p>0.5% of total of value of milestone delayed for every week of delay, subject to the total cumulative penalty capped at 10% of CAPEX</p>	
15.	Vol III-R	Penalty - Capacity Building based Service Levels	B	66	<p>Criteria Target Service Level Penalty for non-compliance</p> <p>Capacity Building Refresher & New Candidate Training Feedback >65% & less than 75% 0.1% on the CAPEX</p> <p>Feedback forEvery 0.5% drop from <65% Additional 0.5% of</p>	<p>Criteria Target Service Level Penalty for non-compliance</p> <p>Capacity Building Refresher & New Candidate Training Feedback >65% & less than 75% 0.1% on the CAPACITY BUILDING component</p> <p>Feedback forEvery 0.5% drop from <65% Additional 0.1% 0.5% of CAPACITY BUILDING component,</p>	This clause remains unchanged.

S.No	Volume no.	Section no.	Clause no.	Page no	Actual clause in RFP	Clarification sought	Response
					CAPEX, CAPPED at 10% of the total CAPEX	CAPPED at 10% of the of CAPACITY BUILDING component	
16.	Corrigendum	8.3.2 Form 2: Financial Proposal		33 & 38	<p>Guidance reserves right to delete any item or modify the numbers/quantity for any item, before issuing the work order.</p> <p>Note: Please note that the quantities mentioned in all the tables are indicative only. Guidance reserves the right to delete any item or modify the numbers/quantity for any item, before issuing the work order.</p>	<p>Note: Please note that the quantities mentioned in all the tables are indicative only. Guidance reserves the right to delete any item or modify the numbers/quantity for any item, before issuing the work order on mutual discussion and subject to consent of the selected bidder.</p>	This clause remains unchanged. However, any change in quantity of any item in the scope of work defined in the RFP will be as per the mutual discussion with the bidder.
17.	Corrigendum	8.3.2 Form 2: Financial Proposal		36	8.3.3.2 Form 2A: OPEX AMS charge for Application Software including any change requests	8.3.3.2 Form 2A: OPEX AMS charge for Application Software including any change requests	Any changes in the solution will go through Change Request processes mentioned in the Contract/RFP. All software maintenance such as bug fixing, minor modifications to the existing forms/workflow, updation as per prevailing laws, etc. shall be taken care by the SI under this project without any additional cost.

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							In case a fresh development of entirely new module is required, then on mutually agreeable basis, such modules shall be developed and maintained by the SI at person-month rates quoted by the bidder in the form 2B - Price Discovery section of the price bid.
18.	Corrigendum	8.3.2 Form 2: Financial Proposal		37	8.3.3.2 Form 2A: OPEX 7. Handholding support at end locations for 18 months (28 Department offices)	<i>Since the handholding resources are required to be deployed from the beginning of the implementation, this component should be part of CAPEX table and not OPEX.</i>	This is a turnkey project and bidders are being evaluated on the total bid value and hence bidders can include the total cost for this overhead in the appropriate line item itself.
19.	Volume 2	172	4.7.1 SI Scope Service Portfolio Matrix	4.7.1 SI Scope Service Portfolio Matrix	The below matrix shares a list of indicative services that are already live and scope for SI under this project. The following are legends used in the matrix & Its Corresponding RACI Matrix.	The APIs would be developed at the bidders end of the system while the associated departments may need to comply to such APIs by developing their consumer code which shall not be the scope of the offered solution from SI. Also any modification in the existing application shall be the responsibility of the department and vendor who is presently	Refer clarification already published in the Corrigendum-II SI No. 365.

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						maintaining the same and it shall not be under the scope and responsibilities of the bidder. Request you to confirm this understanding Pls.	
20.	Volume 2	172	4.7.1 SI Scope Service Portfolio Matrix	4.7.1 SI Scope Service Portfolio Matrix	<p>The below matrix shares a list of indicative services that are already live and scope for SI under this project. The following are legends used in the matrix & Its Corresponding RACI Matrix.</p> <p>C – Monitoring Tool & Help Desk D – Application Post implementation Support (Debugging, fresh developments, etc.) E – Capacity Building F – Design, Provisioning & Maintenance of Cloud Infrastructure w.r.t to scope of work entailed w.r.t to the service in this project</p>	<p>In the given RACI Matrix, we are clear on WRT RACI Matrix A, B & G. However, we would like to bring to your notice on our understanding on the rest of RACI Matrix WRT C, D, E and F as below. Request you to confirm our understanding is correct here.</p> <p>RACI Matrix C – Monitoring Tool & Help Desk - This is only WRT Monitoring the Status of the Other Departmental pending Status and Helpdesk is used only WRT Catch & Dispatch alone & Helpdesk will be used monitoring the New Application & API's which SI is developing as Fresh & New.</p> <p>RACI Matrix D – Application Post implementation Support (Debugging, fresh developments, etc.) - This is only WRT the application & API's which SI developing as new alone.</p>	<p>RACI Matrix C- Your understanding is right. But the dataset for monitoring shall be at dataset level not just at application interface or termination level. RACI Matrix D - Your understanding is correct. RACI Matrix E - Your understanding is correct. RACI Matrix F – Your understanding is correct. It is for the new application and API development.</p> <p>The selected bidder has to manage and ensure the link and data sharing from the API front. Further, the scope of Monitoring Tool & Help Desk is with the selected bidder for all the fresh/new developments done under this RFP</p>

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						<p>RACI Matrix E – Capacity Building - The Capacity Building will be used only for the New Application & API's being newly developed by the SI alone.</p> <p>RACI Matrix F – Design, Provisioning & Maintenance of Cloud Infrastructure w.r.t to scope of work entailed w.r.t to the service in this project – This will be applicable only for the new application development done by the SI and not applicable for the existing departmental applications.</p>	Please note that, the scope pertaining to the Integration of legacy/existing applications is detailed in the section 4.7.1.4 of RFP Vol - II.
21.	1	8.3.3.1 Form 2A: CAPEX (A1)	8.3.3.1 Form 2A: CAPEX (A1)	96	General	Form 2A: CAPEX (A1): IT Compute , Storage and Network have been considered under CAPEX. Since the deployment environment would be on cloud, these areas should not fall under capex. Request you to please relook at this area and change the Payment milestone accordingly.	<p>The clause for the milestone “Deployment, Supply, Installation and Commissioning of ICT and Non-ICT Infra” with 35% CAPEX payment under the Terms of Payment Schedule in RFP Vol -III shall be deemed complied if,</p> <p>a. In case of co-located model, on the successful</p>

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							<p>Deployment, Supply, Installation and Commissioning of the Server, compute, storage and related components as per the RFP in the cloud premises.</p> <p>b. In case of IaaS model, if the adequate provisioning has been done by the CSP exclusive for this project as per the requirements in the RFP.</p>
22.	General	General	General	General	General	<p>We understand that with respect to 5 external department applications namely as Guidance Portal , GIM Portal, BIZZ Buddy, Yaadhum Oorae and Tamil Nadu Land , changes to the existing applications which are already live will be taken care by existing corresponding application development teams till the tenure of the contract between the Guidance and them. However, post the expiry of the Contract as mentioned in the RFP, the selected bidder for this RFP has to provide the O&M services and API.</p>	<p>The integration of the legacy/existing applications with the envisaged online solution including API Design and API development shall be completed before the Go-Live of the project and is the responsibility of SI with its O&M. The O&M scope as specified in the RFP for the SI to be selected under this RFP exclusive for these legacy applications shall commence post the completion of the existing</p>

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						<p>In this regards we will need the following w.r.t the mentioned existing applications : Guidance Portal , GIM Portal , BIZZ Buddy , Yaadhum Oorae and Tamil Nadu Land</p> <ul style="list-style-type: none"> - Technology base of each of these applications - The details of the functionalities [modules/ screens] each of these applications have in their scope - The current deployment landscape of each of these applications - Underlying license availability w.r.t to middle ware, tools and technologies there applications are dependant upon - Detailed requirements and design documents - Please provide the details of the infrastructure with respect to the mentioned application and the current AMC status of the existing infrastructure - Please let us know the average volume of tickets on a monthly which are addressed by the vendors of the respective 	<p>Contract for the corresponding applications as mentioned in section 4.7.1.4 of Vol-II of the RfP.</p> <p>The details of technology (OS-Middleware-DB) used for the existing applications are provided in the Corrigendum-III Annexure section.</p> <p>The legacy applications mentioned in the RFP such as Guidance Portal, Yaadhum Oorae etc. are smaller applications which are majorly static in nature helping in terms of supporting the Guidance. These are not complex applications with dynamic activities which involves ticketing systems. These solutions are currently being managed under Contract and the tentative period of closure of existing Contract is given in the RFP Vol-II section 4.7.1.4. The</p>

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						<p>applications</p> <p>- Please also do let us know the number of resources who manage the existing applications.</p>	<p>successful bidder under this RFP shall do the monitoring and maintenance of the applications post the completion of the existing Contract. Currently the bug management of these applications are very limited and the successful bidder shall do the same from the period as mentioned above on a similar approach. The web links for the applications are as follows</p> <ol style="list-style-type: none"> 1. Guidance Portal – www.investingintamilnadu.com 2. GIM portal – www.tngim.com/mis/ 3. BIZ Buddy – www.bizbuddy.tn.gov.in 4. Yaadhum Oorae – www.yaadhumoora.e.in
						<p>Please confirm that any code change arising out of a new requirement or defect is also in scope of the bidder</p>	<p>➤ Any debugging exercise for upkeep, regular patch updates, or any statutory changes which warrants a</p>

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							change in the existing application and such debugging calls for any code updation or development shall be under the scope of the Successful Bidder.
						Cost of Infrastructure for existing applications post contact	<ul style="list-style-type: none"> ➤ The SI shall during the GAP assessment shall assess the Infrastructure requirement if any post the closure of the current contracts of these applications and highlight same to the Guidance for necessary actions towards, replacement/upgrades. ➤ The cost of compute & Storage infrastructure cost for these existing application shall not be part of this existing contract. Guidance may decide on the same based on the Gap assessment report submitted by SI.

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							<ul style="list-style-type: none"> ➤ SI along with the respective application developer shall be responsible for successful application migration activity. This application migration is part of scope of SI and there shall not be any additional cost payable to the SI.
						<p>We recommend same exit management process for the above mentioned 5 existing application as would be applicable to this proposed solution.</p>	<ul style="list-style-type: none"> ➤ Guidance would take reasonable efforts to ensure a Knowledge Transfer of the outgoing developer to the successful bidder (SI).