

**1. Sub-section 2.9.3. in the original RFP and the corrigendum issued on 20<sup>th</sup> January will be replaced with the following revised sub-section.**

**2.9.3 Responsibilities of Department of IT, GoB (Revised)**

- a. SDC is the focal point of DoI ICT infrastructure. The core software application infrastructure and web portal are expected to be hosted at the SDC. The data collected from all offices including DICs will be centrally stored at the SDC.
- b. All services, applications and infrastructure to provide efficient delivery of G2G and G2C services will be consolidated on SDC.
- c. The SDC shall provide hardware infrastructure for hosting web portal and SWC software applications and shared services as per policy of SDC like operating system (Linux only), antivirus, backup server, authentication server, email server, SMS server, DNS server, firewall service, directory service, management and data storage services, backup solution and backup storage etc.
- d. SDC will be responsible to manage all servers and infrastructure to be used for deployment of web portal application software.
- e. Some of the key functionalities of SDC which may be leveraged are Central Data Repository of the State, Secure Data Storage, Disaster Recovery, Remote Management and Service Integration.
- f. SDC will provide existing database cluster (MySQL on Linux only) along with database admin access rights to SI for manage database.
- g. The SDC will provide existing EMS server and tools for the SLA management, in respect to monitor application downtime and application performance. The EMS shall monitor the infrastructure only. Monitoring of application will be responsibility of SI.
- h. SDC will provide required physical access to SI for monitoring the applications at SDC on need basis.
- i. SDC will share the required Non-IT infrastructure (e.g. Electricity, power backup etc.) as per service level.
- j. SDC will provide SAN Storage, high speed (Fibre Channel).
- k. SDC will provide all SAN related infrastructure (e.g. SAN switch) for sharing to the successful SI.
- l. SDC will provide required number of Internal and external IP at data centre for the application and web portal
- m. SDC/ DIT shall provide SMS gateway as well email service as required for the application.
- n. SDC will manage data replication from primary DC to DR site.
- o. SDC shall not be extending the LDAP based authentication service for this application. SI should provision the functionality of authentication in the system.
- p. Any software or hardware component which is additionally required for the proposed solution which may be replacing any of the infrastructure component provided by SDC should be procured/provisioned by the bidder and the cost of the same should be included in the price bid.

**2. Section 3, sub-section G – Payment Milestones in the original RFP will be replaced with the following revised sub-section.**

**G. Payment Milestones**

1. 10% Advance against PBG of Total Order Value
2. 10% of total amount in Form C3-A1 against submission of SRS
3. 10% of total amount in Form C3-A1 against approval of SRS by Department
4. 10% of total amount in Form C3-A1 against SDD
5. 15% of total amount in Form C3-A1 against UAT of Design, Development and implementation of Single Window Clearance (SWC) System
6. 15% of total amount in Form C3-A1 against UAT of Level 1 Integration
7. 15% of total amount in Form C3-A1 against UAT of Level 2 Integration
8. 15% of total amount in Form C3-A1 against UAT of Level 3 Integration
9. 90% of the total CAPEX payment amount in Form C3-A2 component on successful configuration, implementation and Go-Live of Call Centre System
10. 2.5% of total OPEX amount in Form C3-A2 Component to be paid monthly for three years.
11. 90% payment of amount in Form C3-A3 to be made every month against completion of training per month against the number of trainees trained. This will be distributed proportionally according to the number of participants trained per month.
12. 90% payment of amount in Form C3-A4 to be made every month against data migrated during that month on unit rate basis.
13. 7.5% of total amount in Form C3-B1 Component to be paid quarterly during the operation and maintenance support phase of the project and over a period of 3 years.

**3. Form C3-A2 in the original RFP and the corrigendum issued on 20<sup>th</sup> January will be replaced with the following revised form**

**Form C3 – A2: Setup, operate and maintain call centre (including Project unit hardware costs) - Revised**

<b>S. No.</b>	<b>Component/Description</b>	<b>Total quantity</b> <b>(A)</b>	<b>Cost per unit (in INR)</b> <b>(B)</b>	<b>Sub-Total Amount (in INR)</b> <b>{C = (A*B)}</b>	<b>Taxes (in INR)</b> <b>(D)</b>	<b>Total Amount (in INR)</b> <b>(C+D)</b>
<b>I. Capital Expenditure/ CAPEX</b>						
1.	IVRS System Cost with 16 Port /User	1 Nos.				
2.	ACD and CRM with 16 Port /User	1 Nos.				
3.	Call Recorder System with 16 Port /User	1 Nos.				
4.	Call Centre Setup with 16 Port /User	1 Nos.				
5.	Desktop all in one Computer Intel Core i5/4GB/1TB/windows 10/MS office/ Antivirus etc.	16 Nos.				
6.	Laptop for Project Management team (Coordinator ) Intel Core i5/4GB/1TB/windows 10/MS office/ Antivirus etc.	15 Nos.				
7.	All in one Printer 24PPM	2 Nos.				
8.	UPS System 5 KVA online With 1 hour Backup	1 Nos.				
9.	Cost to establish the PRI lines (The usage charges may be billed/reimbursed on actuals based on the telecom bills)	5 lines				
10.	Server with minimum configuration of 2 processor of above 2G	1 Nos.				

	Hz speed, 64 GB RAM, 1 TB Storage Space					
11.	Software Solution for call centre	1 Nos.				
12.	The lump sum cost for any additional software/hardware/ service components required to operationalize the call centre	Lump sum				
13.	Any other CAPEX cost elements	1 Nos.				
	<b>Sub-Total of Capital Expenditure/ CAPEX (X)</b>					

**II. Operational Expenditure/ OPEX**

1.	Call Centre Executive (5 Nos.) for 3 years	3 years				
2.	Operation & Maintenance Cost for 3 years	3 years				
	<b>Sub-Total of Operational Expenditure/ OPEX (Y)</b>					
	<b>GRAND TOTAL (X+Y)</b>					
	<b>Grand Total in words:</b> Rupees.....					

Yours sincerely,  
Authorized Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Firm:  
Address:  
Seal/Stamp of bidder:

**Expansion Cost for Call Centre (For Information Only, Not to be included in the Price Bid Evaluation)**

<b>S. No.</b>	<b>Component/Description</b>	<b>Total quantity  (A)</b>	<b>Cost per unit (in INR)  (B)</b>	<b>Sub-Total Amount (in INR)  {C = (A*B)}</b>	<b>Taxes (in INR)  (D)</b>	<b>Total Amount (in INR)  (C+D)</b>
1.	Estimated CAPEX for Expanding the Call Centre Capacity by 1 seat.	1 Seat				
2.	Estimated OPEX for Expanding the Call Centre Capacity by 1 seat.	1 Month				
	<b>Total</b>					
	<b>Total in words:</b> Rupees.....					
<p>Yours sincerely,            Authorized Signature [In full and initials]:            Name and Title of Signatory:            Name of Firm:            Address:            Seal/Stamp of bidder:</p>						