

RFP Enquiry No.: OCAC-SEGP-INFRA-0014-2019-19031

CORRIGENDUM

RFP NO. OCAC-SEGP-INFRA-0014-2019-19031 for Selection of Bidder for Up-gradation of Existing Deployment of Enterprise Management System (EMS) of CCTNS Project with Integration of GIS Solution.

Important: The corrigendum is to be read, duly signed and submitted along with the original RFP document published on the websites <http://www.ocac.in>, www.odisha.gov.in and www.tenders.gov.in vide RFP Enquiry No.: - OCAC-SEGP-INFRA-0014-2019-19031

RFP Clause, Page No, Sec	Description of the Clause	Queries/Suggestion of the bidders	Response of SCRB & OCAC
RFP Clause 8, Payment Terms, Page No-10	a. 70% of the License cost and integration cost will be paid after successful Final Acceptance Test (FAT) which includes all the sites (Police Stations) of the CCTNS network shall discover on the Odisha Map. b. Balance 30% of the License cost and integration cost will be paid completions of 90 days from the date of FAT.	a. Request to Release 90% of the basic supply value (excluding applicable taxes) along with 100% applicable taxes against supply of license. b. Balance payment may be released within 30 days from the date of FAT	No Change, as per RFP.
RFP Clause 6, EMD, Page No-09	The EMD shall be only in the form of Demand Draft in favour of Odisha Computer Application Centre, payable at Bhubaneswar drawn in any schedule bank. The validity of DD should be at least three months from the date of floating of tender.	Requesting to accept EMD in form of BG also	No Change, as per RFP.

RFP Clause 1, Scope of Work, Page No-06	The bidder shall be responsible to give training to the existing resources of the CCTNS Project who are managing the day-to-day operation of CCTNS EMS Solution. Training includes admin related training for all migrated modules with installation and configuration documents.	Please provide expected number of attendees in admin training as well as functional training?	3 to 5 Attendees
RFP Clause 1, Scope of Work, Page No-06	Training includes admin related training for all migrated modules with installation and configuration documents.	Please let us know the quantum of data to be migrated?	10 TB
	Onsite/Offsite Support / Activities/ Services for EMS Solution: -The bidder will have to provide the support Services for the entire contract period.	Please explain in detail all the things to be covered as part of support services?	No further elaboration required
	Onsite/Offsite Support / Activities/ Services for EMS Solution: - Rates and all terms and condition will remain same for the entire contract period of 3 years.	Taking the inflation into account, we request OCAC to provide year on year hike of 5-10% on rates.	No Change, as per RFP.
	Onsite/Offsite Support / Activities/ Services for EMS Solution: - Bidder should quote for on-site support if required or remote support as and when required keeping the system fully functional.	Kindly can we have the data on on-site support/remote support given for the system which is already in use, if any?	The System is currently managed on-site by our System Integrator
RFP Clause 1.2, Objective, Page No-3	Renewal of CA license software will be done by State Crime Records Bureau (SCRB) before the up-gradation start by the selected bidder.	Kindly confirm if you have any tentative date for renewal of CA Licenses	Will be done by us as per requirement
RFP Clause 1, Scope of Work, Page No-05	At present, all the CA modules are installed on Windows 2008 R2 operating system	The existing Microsoft Windows 2008 operating system is not supported on the latest version of CA Software's , Kindly confirm if you have already purchased the required Windows & Linux licenses as per CA compatibility matrix, this will help to avoid any delays in up-gradation of CA tools.	At present we do not have Linux Software. If required for the implementation, same will be procured by SCRB.

	<p>The selected bidder shall be responsible to provide on-site support during implementation stage and off-site day-to-day service support for a period of 3 years.</p>	<p>The requirement does not clarify completely, kindly confirm do you need a dedicated support on-site or a remote support for L1 activities</p>	<p>During the implementation dedicated resource at on-site, till completion of final acceptance test. For day to day support on up-gradation module the bidder needs to deploy resource at remote site keeping in mind zero down time to the system.</p>
	<p>If there is any requirement of hardware up-gradation/ re-installation, Bidder will be only responsible for the implementation of the Software (i.e. for above three products) and it is to be ensured that latest version of software to be installed in the server.</p>	<p>The RFP asks for up-gradation of CA tools in CCTNS environment, while Hardware up-gradation will be owned by SCRB, We assume the SCRB will also own the other software installation and up-gradation like Operating system, Database etc. other than CA tools, Kindly confirm</p>	<p>Yes, SCRB will responsible for hardware up-gradation, software installation, up-gradation of Operating system, Database etc. other than CA tools</p>
	<p>The bidder will be responsible to integrate the GIS Solution with the EMS tool to track the remote location equipment on real-time basis</p>	<p>We assume that the mentioned GIS system is already implemented and the deputed GIS team will help in the integration process, The SCRB team will help to align the resources from GIS team</p>	<p>Yes SCRB will take the ownership.</p>
	<p>CA Business Intelligence (CA BOXI) with latest version should implement as per the requirement of SCRB, for day-to-day report generation. At present NIIT Technologies, the system integrator is managing the day-to-day report generation from the existing EMS System.</p>	<p>There is a change in the reporting product from CA, the report structure might change from previous CA BOXI to the current version of CA Jasper soft reporting server and the same should be acceptable by the customer.</p>	<p>Yes, accepted. But this will be implemented on Hyper-converged infrastructure (HCI).</p>

	The bidder shall be responsible for up-gradation of all existing CA modules from the current to the latest version. (I.e. CA-Spectrum, CA-eHealth, CA-SD, CA-APM, CA-Client Automation, CA-Network flow analysis). In addition, this bidder is also responsible for CA-Unified Infrastructure Mgmt server Pack and Server & Application pack Mgmt., CA-UIM Service response time advance pack, CA-UIM SNMP collector FOC for SysEdge migration.	Kindly confirm the current version of CA UIM & CA NFA	CA UIM & CA NFA version update after Linux renewal. Consider latest version.
RFP Clause 1, Scope of Work, Page No-06 (Up-gradation of CA-eHealth to CA-PM (Performance Management))	The bidder will be responsible for up-gradation of eHealth to CA-PM (Performance Management) along with existing reporting as possible to complete the implementation.	CA eHealth run on integrated Oracle database while CA PM uses Vertica database, since both DB are different the eHealth DB cannot be migrated to the new CA PM system and report functionality will also differ, hope you are aware of the required information.	This can be discussed subsequently.
RFP Clause 2, Eligibility Criteria, Page No-07 & 08	The bidder should have a local support office at Bhubaneswar. If the bidder, at the time of bidding, does not have a local support office at Bhubaneswar then he should submit an undertaking on his letter-head regarding the timely establishment of the same i.e. within 2 months from the date of work order, if awarded the work order/ contract.	Since you have asked for Local or remote support , The required eligibility criteria is restricting other vendors to participate in the BID , request if required point can be removed as setting up an office in Orissa will add additional cost to vendor and will not be viable for Business.	No Change, as per RFP.
	The average annual turnover of the firm for last three Financial Years in IT/ITES should be minimum 5 Crore.	Request you to kindly provide relaxation on the eligibility criteria and rephrase it as "The annual turnover of the firm in any of the last three Financial Years in IT/ITES should be minimum 2 Crore. "	No Change, as per RFP.

	<p>he Bidder should have domain knowledge and experience of implementing/managing at least one assignment related to EMS or NMS in last 5 financial years in India where, the value of the assignment is at least Rs. 50 lakhs or above for one single project OR minimum two projects of value Rs. 25 lakh each. (A copy of Performance Certificate/Completion Certificate and the proof of work order w.r.t. the relevant assignments shall be submitted).</p>	<p>Request you to kindly rephrase the point as "The Bidder or Employees should have domain knowledge and experience of implementing/managing at least one assignment related to EMS or NMS in last 5 financial years in India.</p>	<p>No Change, as per RFP.</p>
	<p>The Bidder should have valid ISO 20000-1:2011 Certification.</p>	<p>Request to kindly remove this criteria as this might not apply to most of the Tier2 Partners.</p>	<p>Yes Accepted, This clause removes from the RFP.</p>
	<p>The Bidder should have minimum three numbers (03) of ITIL certified professional.</p>	<p>Request to Kindly rephrase the requirement as "The Bidder should have minimum (01) of ITIL certified professional and team with Technical certifications.</p>	<p>No Change, as per RFP.</p>
<p>RFP Clause 7, Performance Bank Guarantee, Page No-10</p>	<p>The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes</p>	<p>Request if the Performance Bank Guarantee can be reduced from 10% to 5%</p>	<p>Performance Bank Guarantee will be 5% of order value excluding tax.</p>
	<p>The PBG must be from the nationalized bank only in India and the validity of the PBG shall be for entire contract period.</p>	<p>Request you to Kindly ammend the PBG to be from an Indian bank either Nationalized or Private sector.</p>	<p>No Change, as per RFP.</p>
<p>RFP Clause 8, Payment Terms, Page No-10</p>	<p>70% of the License cost and integration cost will be paid after successful Final Acceptance Test (FAT) which includes all the sites (Police Stations) of the CCTNS network shall discover on the Odisha Map</p>	<p>Since the Software license renewal will be done by SCRB, request you to kindly ammend the point for Services cost only and request to pay 90% of cost post FAT and Balance 10% after 90 days from the date of FAT (Final Acceptance test)</p>	<p>No Change, as per RFP.</p>
<p>RFP Clause 12, Delay in Completion of the Project, Page No-11</p>	<p>If the work is delayed for any reason for which Odisha Computer Application Centre is not responsible, a penalty @0.5% of the cost of the purchase order will be charged to the bidder for a delay of one week or part thereof, subject to maximum 5% of the cost of the purchase order.</p>	<p>For Delays on part of SCRB for delay in providing Hardware, OS or Renewal of CA tools licenses should not be included in delay from bidder for upgrading CA tools and Penalty should not be imposed. Please confirm</p>	<p>If any delay due to client, no penalty is applicable.</p>

General Query	<p>In order to promote inclusiveness, all DPIIT recognized Startups have been provided functionality to list their products and services on GeM portal. The portal provides exemption to Startups from criteria of 'prior experience', 'turnover', 'submission of EMD' and Security to provide equal opportunity to young entrepreneurs.</p>	<p>The Govt. of India to promote Startups has allowed young startups to Participate into bids without any Eligibility criteria which are registered & recognized under Department for Promotion of Industry and Internal Trade or Ministry of Micro, Small & Medium Enterprises, request if you can provide young startups having recognition certificate a chance to bid for the opportunity.</p> <p>https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/notification/Relaxed_Norms_of_Public_Procurement_for_Startups/2.%20Notification_EMDEXemption.pdf</p>	<p>No Change, as per RFP.</p>
	<p>In order to promote inclusiveness, all DPIIT recognized Startups have been provided functionality to list their products and services on GeM portal. The portal provides exemption to Startups from criteria of 'prior experience', 'turnover', 'submission of EMD' and Security to provide equal opportunity to young entrepreneurs.</p>	<p>The Govt. of India to promote Startups has allowed young startups to Participate into bids and register their products & services on GeM portal without any Eligibility criteria which are registered & recognized under Department for Promotion of Industry and Internal Trade, Kindly confirm if the department can also look to procure services from Young startups through GeM portal or allow such startups to participate in the bid process.</p> <p>https://startupodisha.gov.in/wp-content/uploads/2018/04/Order-No-1696-Public-Procurement.pdf</p>	<p>No Change, as per RFP.</p>

Other terms and conditions of the RFP including last date of submission of bid remain unchanged.