**Corrigendum 1: Dated 10th September, 2013 for RFP No: PICTC/IR/2013-14/003 released on 29th August, 2013**

| Sr. No | Reference | Existing Clause | Revised Clause/Clarification |
|---|---|---|---|
| 1. | 2.3.2 | Qualification Criteria Point Number- 2 Bidder should have a minimum Annual Turnover of Rs. 100 Crores (INR Only) in each of the past 3 financial years (FY2010-11, FY2011-12, FY2012-13) from delivery, configuration, installation and implementation (with handholding and training support) of IT Services. | Replaced by: "Bidder should have a minimum Annual Turnover of Rs. 100 Crores (INR Only) **from Indian projects/operations** in each of the past 3 financial years (FY2010-11, FY2011-12, FY2012-13) from delivery, configuration, installation and implementation (with handholding and training support) of IT Services". |
| 2. | 2..3.2 | Point Number- 2 Supporting Document:   Audited Balance sheets along with Profit and loss statements with highlighted relevant figures (in case the audited financial statements do not reflect the above, Statutory Auditors' certificate on the actual relevant figures should be provided with bids | Replaced by: Supporting Document:   Audited Balance sheets for **FY (2010-11, 2011-12)** along with Profit and loss statements with highlighted relevant figures (in case the audited financial statements do not reflect the above, Statutory Auditors' certificate on the actual relevant figures should be provided with bids. **CA certification for FY 2012-13 in case non-availability of audited Balance Sheets** |
| 3. | 2.3.2 | New Clause added in notes | The following is added in notes: "Bidder is required to submit duly signed & stamped copy of RFP downloaded from Punjab Infotech website along with Prequalification Bid. |

| | | | Bid without duly signed & stamped copy of RFP will be liable for rejection without providing any opportunity to the bidder concerned." |
|---|---|---|---|
| 4. | 3.2.2 | New Clause added : <br><br> Copy Of RFP | The following is added (Point No:IV): "Bidder is required to submit duly signed & stamped copy of RFP downloaded from Punjab Infotech website along with Prequalification Bid". |
| 5. | 4.5 | The successful bidder shall at his own expense deposit with PICTC, within Three (3) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank acceptable to PICTC, | Replaced by: The successful bidder shall at his own expense deposit with PICTC, within Three (3) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank **or scheduled banks** acceptable to PICTC, |
| 6. | 5.2 | Summary of Scope of Work, Associated Timelines and related Service levels:- <br> **T:-** Start Date of Project from award of contract | The following is added: <br> **T: -** Start Date of the project will be 3rd day from issue of LOI/ Award of contract. |
| 7. | 5.3.1.1 | New Clause added | The following is added: <br> The bidder will also be performed IT Security Audit Certification for Investor Portal by Cert-in empanelled 3rd party organizations at the end of Phase-1. <br> . |
| 8. | 5.3.1.2 | Point No (ix):- <br> Installing proven tools for analyzing & | Replaced by : "Installing proven tools for analyzing & managing system performance, **individual** |

| | | managing system performance, network performance analysis and optimization, etc., as well as providing the means of monitoring the SLA metrics. | **performance of portal & application**, **calculation of average page loading time for portal, application & reports**, network performance analysis and optimization, etc., as well as providing the means of monitoring the SLA metrics." |
|---|---|---|---|
| 9. | 5.3.1.2 | Point No (XIV):- The bidder will also be performed IT Security Audit Certification for Investor Portal by Cert-in empanelled 3rd party organizations. | Replaced by: The bidder will also be performed IT Security Audit Certification for **complete IT system** by Cert-in empanelled 3rd party organizations at the end of Phase-2. |
| 10. | 5.3.1.3 | Point No (i) :- Technical Support for the both Investor Portal & Software applications including but not limited to bug resolution, any updation on portal (dynamic/static), change control, provision of upgrades & patches etc. | Replaced by: "Technical Support for the both Investor Portal & Software applications including but not limited to bug resolution, any change or updation on portal (dynamic/static), **any functional/technical change or updation in backend application**, change control, provision of upgrades & patches etc". |
| 11. | 5.4.1.2 | SLAs for Helpdesk for incident reporting | Read as "**Annexure-1**". |
| 12. | 5.4.1.2 | New Clause added | "SLA for Portal & Application Performance added under section 5.4.1.2 and is placed at **Annexure -2**. |
| 13. | 7.2.1 | New Clause added | The following is added  as notes section : "Maximum 4 projects may be show cased against S No 2 & 3 of section 7.2.1" |
| 14. | 7.3.1 | Form- 18 Summary of Cost Components | Replaced by "**Annexure – 3 (Form 18 revised)**". |

| 15. | General | Are there any existing IT system used by the department? If yes, then:<br>1. What is the technology platform<br>2. How long it has been in use by the department<br>3. Number of users being supported by this system<br>4. Number of Record store in its Database<br>5. Does the department intends to sunset this application or keep it in use<br>6. Are these system(s) hosted in-house or with some external agencies or with State Data Center or NIC. | Details of existing IT system used by the departments are enclosed as per **Annexure – 4.** |

## Annexure -1 :SLAs for Helpdesk for incident reporting

| Type of incident | Response Time | Resolution Time SLA | Low Performance | Existing Penalty Clause | Clarification/Revision |
|---|---|---|---|---|---|
| Critical | 15 mins from call logged | (could be considered 3 hours for critical incident) | NA | No Penalty | No Penalty |
| | | | Delay of 1 hour | A penalty of 0.25% of the contract value for a delay for every hour | A penalty of **0.10%** of the contract value for a delay for every hour |
| Medium | 30 mins from call logged | <=1 day from the time of incident logged at the help desk. | NA | No Penalty | No Penalty |
| | | | Delay of 12 hours | A penalty of 0.25% of the value for a delay for every 12 hours | A penalty of **0.10%** of the **contract** value for a delay for every 12 hours |
| Low | 60 mins from call logged | <=2 day from the time of incident logged at the help desk. | NA | No Penalty | No Penalty |
| | | | Delay of 1 day | A penalty of 0.25% of the value for a delay for every day. | A penalty of **0.10%** of the **contract** value for a delay for every day. |

## Annexure -2 : SLA's for Portal & Application Performance

| S. No. | Service Metrics Parameters | Baseline | | Lower Performance | | Lowest Performance | | Basis of Measurement / Remark |
|---|---|---|---|---|---|---|---|---|
| | | Metric | Deduction | Metric | Deduction | Metric | Deduction | |
| 1. | Average page loading time for portal, application & reports | Less than 10 seconds | None | Between 10 and 20 seconds | Rupees 40,000 per month | Between 20-40 seconds | Rupees 60,000 per month | The page loading time shall be calculated from the best tool provided by the IT System partner to test the page loading time. |

### Annexure - 3 Form 18(revised): Summary of Cost Components

| S. No. | Item | Total Price | Taxes (wherever applicable) | Total cost (total price + taxes) |
|---|---|---|---|---|
| 1. | Design, Development, Operation and Management of Web Portal | | | |
| 2. | Design, Development, Operation and Management of centralized web application. | | | |
| 3. | Operation & Maintenance Cost for the entire system for 1$^{st}$ year after successful implementation / Go-Live of Phase-2 inclusive of Application & portal hosting | | | |
| 4. | Operation & Maintenance Cost for the entire system for 2$^{nd}$ year after successful implementation / Go-Live of Phase-2  excluding Application & portal hosting | | | |
| 4.a | Application & portal hosting charges for 2$^{nd}$ year | | | |
| 5. | Operation & Maintenance Cost for the entire system for 3$^{rd}$ year after successful implementation / Go-Live of Phase-2 excluding Application & portal hosting | | | |
| 5.a | Application & portal hosting charges for 3$^{rd}$ year | | | |
| 6. | Other Cost (If any) | | | |
| **Total Cost for current scope of work** | | | | |
| **Total cost in figures:** | | | | |
| 1. | Design, Development, Operation and Management of centralized web application for any new department. | | | |
| 1.1 | Integration for computerized departments (for 2 departments) | | | |
| 1.2 | Worflow for non-computerized departments (for 3 | | | |

| departments) | | | |
|---|---|---|---|
| **Total Cost for Bid Evaluation** | | | |
| **Total cost in figures:** | | | |

**Please Note:**

a) It is necessary for the bidders to fill in all the fields of the Commercial Bid format.

b) The cost quoted for additional departments post-implementation for integration as well as work flow would be taken into account for evaluation purpose, however would not be part of actual contract value.

c) In case of shifting/hosting of Portal & Application anytime during 2$^{nd}$ or 3$^{rd}$ year, payment will be made to bidder on pro-rata basis for that year.

d) PICTC reserves the right to add any new departments (in addition to new departments as mentioned in scope of work) as provided in the Bid document. In such cases, the rate provided for the new additional documents in the commercial bid would be used for payments.

## Annexure-4: Details of existing IT system used by the departments:-

| Sr.No | Queries | Housing & Urban Development | PSPCL | PPCB | Excise & Tax |
|---|---|---|---|---|---|
| 1 | What is the Technology Platform | Net 3.5 Mysql | ASP Net SQL Server 2008 | Open Source Technology | Data Base<br>Operating System UNIX (AIX)<br>Database Oracle 11g<br>Server IBM P-7<br>Application Server<br>Operating System Win 2000<br>Application Tool Oracle Application Server 10 g<br>Middleware : Citrix to support 825 thin clients installed at 100 locations across the state<br>Server IBM Intel Server<br>Network Mix of V Sat and leased line at Speed of 10 kbps per user |
| 2 | How long it has been in use by the Department | recently | Feb-13 | Dec, 2011 | More than 10 Yrs |
| 3 | Number of users being supported by this system | no limit | Thousand Plus | 115- From Board 10000 from entrepreneurs | More than 1000 |
| 4 | Number of Record store in its data base | no record just lived | no of application = 92 | Approx. 10000 till 5-9-13 | About 25 Crores ( 150 GB) |
| 5 | Does the Department intentds to sunset this application or keep it in use | will be in use | Keep it in use | Keep it in use | New system integrator which is likely to be implemented in near future |

Corrigendum 1: **RFP for Selection of IT System Partner for Study, Design, Development, Implementation, Operation and Maintenance of Investor Portal and Application Software**

| Sr.No | Queries | Housing & Urban Development | PSPCL | PPCB | Excise & Tax |
|---|---|---|---|---|---|
| 6 | Are these systems hosed in house or with some external agencies or with state data center or NIC | presently with in house but after integration with TCS it will be hosted at NIC | In-house | NIC Punjab Data Centre | System has hosted in-house ETTSA with help of<br>System integrator  is M/s CMC<br>Application developer  :  M/s Corbus<br>IT Auditor M/s E &Y |
| 7 | Are these systems running under AMC/ Developer support | In house | Yes AMC | Supported by NIC New Delhi | Yes infrastructure is under AMC with system integrator and for maintenance of software necessary resources has been engaged from M/s Corbus as per the terms and conditions of the agreement |