



No. 10(68)/2015-NICSI

**NATIONAL INFORMATICS CENTRE SERVICES INC.
(NICSI)**

(A Government of India Enterprise under NIC)
Ministry of Electronics & Information Technology
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Date: - 06.09.2017

CORRIGENDUM-I

NICSI/OPEN SOURCE SOLUTION/2017/05

This is in reference to the tender notice no. **NICSI/OPEN SOURCE SOLUTION/2017/05** for "Request for Proposal for Open Source Software Support Services."

The changes in the tender document have been specified below for you.

All other modifications/Corrigendum in future will be published on <http://www.nicsi.nic.in/tenders.asp> & <https://etenders.gov.in/eprocure/app> only.

All other terms and conditions of the tender document will remain the same.

**Sd/-
Authorized Signatory**

1. The table illustrating the modified parts of the tender in specific sections

S.No.	Section no and Clause	Original Clause as per published RFP	Modified Clause
1	Section 9 Payment, point 9-5	The maximum penalty that can be levied on the vendor in one month/milestone will be equal to 25% of the payment due to the vendor for that month/milestone	The maximum penalty that can be levied on the vendor in one month/milestone will be equal to 15% of the payment due to the vendor for that month/milestone

2. The Section 2.1 SCOPE OF WORK , (a) HELP DESK SUPPORT has been modified to

In the course of development, deployment and testing on a particular functional area, a user department may require regular support on commonly occurring issues/bugs. In such cases, the department may opt to engage a vendor for providing helpdesk support. The helpdesk would be required to provide resolution to such issues as per the conditions specified in this document.

Under this support model, the vendor is expected to have a helpdesk support with the following features:

- Bidder shall understand the requirements of NIC/user and various services to be provided through the help desk
- Bidder shall deploy skilled and qualified manpower required to run the helpdesk.
- Bidder should have infrastructure which is scalable to meet future demands of NIC/users
- Bidder shall setup helpdesk for user support and must arrange related dialer, hardware and network support for running the same.
- The bidder must ensure design of toll free numbers such that the helpdesk is capable to receive calls from anywhere in the country, both from landlines, wireless and GSM/CDMA phones to establish a reasonably efficient system of call receipts.
- The infrastructure required for helpdesk will be sole responsibility of the bidder.
- The bidder must provide an automated web based tool to track and monitor the grievances made by the user. The empaneled agency will also have to submit monthly reports such as tickets issued, tickets resolved, status of open tickets, etc.
- There should be a logging system and dashboard to monitor the SLAs. The application should maintain complete history
- Call logging should be possible through all the three channels namely, phone, email and web portal.
- Primarily offer support in English, Hindi languages.
- Updated knowledge base for NIC which can be readily accessed by the user departments.
- Generating FAQs from the knowledge base of NIC

- If the issue cannot be resolved with the help of remote support then the on-site support must be arranged in consultation with user department.

The support helpdesk model would follow technical advice and intervene in consultation with the concerned division/user. **Under normal circumstances the helpdesk support would not make any additions/modifications in the environment, platform, code or schema definitions of the user department.** It would be the prerogative of the respective user department whether or not to implement the suggested solutions within their deployed instance of the functional area. In emergency situation, based on user requirement, they have to take remote over secure network to resolve the issue.

3. The Section 4.6 Bid Submission Procedure, Packet 2 has been modified to

The file should be saved in a PDF version and marked as “**Eligibility<Bidder’s Name>.pdf**” and should comprise of the following items:

- **Bidder Profile as mentioned in** Annexure 4
- Duly filled compliance sheet as given in Annexure 1 : Eligibility Criteria
- Supporting documents required for information

The PDF file not containing the above documents or containing the technical or financial bid in explicit / implicit form will lead to rejection of the bid.

It is the sole responsibility of the bidder to ensure that there is no deviation in the information provided in pdf & excel versions for these two Annexures.

All the bids documents must be digitally signed by the authorized signatory of the company. In case the bid is signed by anyone other than the authorized signatory of the company, the bidder must enclose authorization letter from HR department of the company for the officer, who signed the bid. All pages of the bid being submitted must be sequentially numbered by the bidder.

4. The Section 7.1 EMPANELMENT CONDITIONS has been modified by including an additional point 7.1.13 which states that

TA, DA for the deployed resource by the bidder would be applicable as per NICS terms and conditions

5. The Section 12 SPECIAL TERMS AND CONDITIONS has been modified to

12.1 This tender process will adhere to conditions of CVC Circular No. 3/01/2012 dated 13.01.2012 wherein

12.1.1 In a tender, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

12.1.2 If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same tender for the same item/product.

- 12.2 Bidder must ensure there is no discrepancy between the hard copy submitted and the softcopy uploaded for the Financial Bid. In case of any discrepancy between hard copy submitted and softcopy uploaded, then the commercials uploaded in softcopy will prevail.
- 12.3 The empaneled vendor shall be responsible for any damage to equipment's; property and third party liabilities caused by acts of its professionals positioned at NIC/user sites. All equipment shall be used only for the purpose of carrying out legitimate business and shall not be put into any other use.
- 12.4 NIC/NICSI would only hire resources for its services from the empaneled vendor. The resource deployed by it for this purpose will be its employees and they will have no right for absorption in NIC/NICSI at any stage.
- 12.5 Printed/written conditions mentioned in the tender bids submitted by bidders will not be binding on NICSI.
- 12.6 Upon verification, evaluation/assessment, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.
- 12.7 NICSI will not be responsible for any misinterpretation or wrong assumption by the bidder, while responding to this tender.
- 12.8 The copyright in all drawings, documents, source code and other materials containing data and information used or generated during the project execution shall remain vested with NIC/NICSI/user.
- 12.9 NIC/user and the empaneled vendor shall maintain confidentiality and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data or other information furnished directly or indirectly by the other party hereto in connection with the empanelment, whether such information has been furnished prior to, during or following termination of the empanelment.
- 12.10 The empaneled vendor shall not use such documents, data and other information received from NIC/user for any purpose other than the work and services as required for the performance of the Contract.
- 12.11 The Vendor must not use this empanelment anywhere on its own, without taking prior permission from NICSI. Any purchase order placed with reference to this empanelment has to be executed through NICSI only.
- 12.12 The companies registred/recognised under Startup India are eligible for relaxation as per the Government of India norms in terms of prior experience and prior turnover but without any relaxation in quality standards or technical parameters.

6. The Annexure 1 ELIGIBILITY CRITERIA has been modified to

1. Eligibility/ Pre-qualification criteria mentioned in this annexure is common to all functional areas
2. Bidder can bid for empanelment in any of the functional area or all functional areas defined in this document.

3. The Bidders are required to submit all required documentation in support of the evaluation criteria specified as required for evaluation of the bids.

S.No.	Criteria	Documents to be submitted as qualifying documents (100% Compliance)	Compliance (Yes/No)	Reference of enclosed proof along with page number where document occurs in the bid
1.	The bidder must be a Company registered in India under the Companies Act 1956 or a partnership registered under the Indian Partnership Act 1932 or a Limited Liability Partnership registered under the Limited Liability Partnership Act, 2008 with their registered office in India for the last three years as on 31st March 2017 .	Copy of valid Certificate of Registration attested by Company Secretary/ Authorized Signatory		
2.	Power of Attorney in the name of authorized signatory authorizing him for signing the bid documents or related clarifications on bid documents	Power of Attorney in the name of authorised signatory		
3.	Bidder must have a cumulative turnover of INR 10 crores during the last 3 assessment years (i.e. 2016-17, 2015-16, 2014-15) from development, deployment, support or maintenance of OSS solutions	Duly signed & stamped CA certificate from the given activities for the financial years		
4.	The bidder must have executed a minimum of three projects	1. Project references as per Annexure 5		

	related to OSS Solution for any national or global customer with a cumulative order value exceeding INR 2 crores or equivalent in any foreign currency during the last three assessment years (2016-17, 2015-16, 2014-15)	of the tender document 2. Work order 3. Work Completion Certificate from the client or the certificate of satisfactory performance from the client		
5.	The bidder must have experience of managing and operating help desk support (Documentary proof showing experience in help-desk support as independent project or as part of any project may be given)	1. Project references as per Annexure 5 of the tender document 2. Work order 3. Work Completion Certificate from the client or certificate of satisfactory performance by the client for ongoing projects		
6.	The bidder must have a Positive Net Worth for the last 3 assessment years (2016-17, 2015-16 , 2014 – 15)	Duly signed & stamped CA certificate		
7.	The bidder must have a registration number of GST	Duly signed & stamped copies of relevant certificates of registration		
8.	The bidder must have cleared	Duly signed & stamped		

	his VAT/ CST dues up to 31st March, 2017 to the Government.	copy of Tax Clearance Certificate from the Commercial Taxes Officer of the Circle concerned Auditor/CA signed VAT returns may be provided		
9.	Bidder must have a valid PAN	Duly signed & stamped copy of PAN card / certificate		
10.	The bidder must be a single legal entity/ individual organization. Consortium shall not be allowed.	Undertaking signed by authorized signatory		
11.	The bidder must have filed its Income Tax Returns for the last 3 assessment years (i.e. 2016-17, 2015-16, 2014-15)	Duly signed and stamped copies of Income Tax Returns Digitally signed ITR may be provided		
12.	To confirm in Yes or No, whether the bidder falls under the Micro, Small and Medium Enterprises Development Act, 2006 or is a start up defined under the Start up india plan of Government of India	<ul style="list-style-type: none"> • For MSME compliance a duly signed & stamped copy of the registration Certificate must be provided to NICSI. • For Statups a copy of certificate issued by DIPP <p>Further, NICSI must be kept informed of any change to the status of the company</p>		

13.	The bidder must be ISO 9001:2008/ISO 9001:2015/ISO 27001: 2013/ ITIL / CMMI level 3 certified	Bidder should submit copies of either of these certifications		
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7. The Annexure 2 Technical Specifications, 2.3 Technical Bid Template has been modified to

S.no.	Section	Criteria	Maximum Marks(100)	Documents to be submitted	Compliance (Yes/No)
1	Availability of Resource	Technical Resource 1 (Number of professionals with experience as mentioned in Annexure 2 (2.1 and 2.2))	5	Employee no , id cards ,copy of relevant certifications and information of all the resources as mentioned in Annexure 8 signed by the authorized signatory	
		<ul style="list-style-type: none"> • 1 - 2 (1 mark) • 3- 5 (2 marks) • 6 - 8 (3 marks) • 9 - 12 (4 marks) • 13 and above (5 marks) 			
		Technical Resource 2 (Number of professionals with experience as mentioned in Annexure 2 (2.1 and 2.2))	5		
		<ul style="list-style-type: none"> • 1 - 2 (1 mark) • 3- 5 (2 marks) • 6 - 8 (3 marks) • 9 - 12 (4 marks) • 13 and above (5 marks) 			
		Technical Resource 3 (Number of professionals with experience as mentioned in Annexure 2 (2.1 and 2.2))	5		
		<ul style="list-style-type: none"> • 1 - 2 (1 mark) 			

		<ul style="list-style-type: none"> • 3- 5 (2 marks) • 6 - 8 (3 marks) • 9 - 12 (4 marks) • 13 and above (5 marks) 			
		<p>Project Manager (Number of professionals with experience as mentioned in Annexure 2 (2.1 and 2.2) 1 mark for each resource subject to a maximum of 5 marks</p>	5		
		<p>Solution Architect (Number of professionals with experience as mentioned in Annexure 2 (2.1 and 2.2) 1 mark for each resource subject to a maximum of 5 marks</p>	5		
2	Experience of consultative support	<p>Experience of giving manpower support (either short or long term) 5 marks for each citation subject to a maximum of 10 marks</p>	10	Work orders along with completion certificates for all cited projects or certificate of satisfactory performance from the client for ongoing projects	
3	Community Support	<p>The organization should have contributed to the relevant OSS community in which it is bidding. They must have atleast one contributor</p>	15	Verifiable contribution in the form of appropriate Documents or web links detailing the support to the community	

		/committer in the role with 5 marks for each contributor/committer subject to a maximum of 15 marks.		should be uploaded	
4	Experience of help desk support	Experience of managing and operating help desk support projects(either owned or third party) 5 marks for each citation subject to a maximum of 10 marks	10	Work orders along with completion certificates for all cited projects or certificate of satisfactory performance from the client for ongoing projects	
5	Presentation	A presentation detailing the following <ul style="list-style-type: none"> • Organization , its experience in open source technologies and its suitability to the current empanelment • Details of major assignments handled in the functional areas • Brief details of the resources proposed • Details of community support offered • Experience of help desk support • Overall track record and range of activities in the relevant field 	40		

Note –

- **The bidder must score at least 70 marks out of 100 to be technically compliant**

8. The Annexure 3 SLA, (2) Manpower Support (Long Term and Short Term), Note has been modified by including additional point 4 which states that

If there is any delay due to an issue solely and clearly attributable to the user , then no penalty shall be imposed on the vendor

9. The Annexure 8 has been modified as follows:

Annexure 8: Resource Details

Name	Qualification	Years of Experience	Years of Experience (in relevant functional area)	Date of Joining (in current company)	Major Technologies handled	Contact details (email, mobile number)	Details of Project handled

Signature:

Name:

Date:

Place:

Seal: